SECTION ONE: SCHOOL DETAILS

1. Where is LSI Vancouver and what are the school’s contact details?

<table>
<thead>
<tr>
<th>School Name</th>
<th>LSI Vancouver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal Address</td>
<td>Suite 101-808 Nelson Street,</td>
</tr>
<tr>
<td></td>
<td>Vancouver, BC</td>
</tr>
<tr>
<td></td>
<td>Canada V6Z 2H2</td>
</tr>
<tr>
<td>Telephone</td>
<td>+1 604 683 7654</td>
</tr>
<tr>
<td>Fax</td>
<td>+1 604 683 7554</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:van@lsi.edu">van@lsi.edu</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.lsi.edu/en/vancouver.html">www.lsi.edu/en/vancouver.html</a></td>
</tr>
</tbody>
</table>

LSI Vancouver is a short walk from bus stops and Skytrain stations, and only a few blocks away from the heart of downtown, (Robson Street and Granville Street) allowing you to quickly travel north and south or east and west.

2. What is the building/area like?
Our school is located on the first floor of a modern office tower, offering easy access to public transport, shops, sightseeing venues, pubs and restaurants.

3. When are the school holidays?
The school is closed for 1 week at Christmas time (December 21, 2013 to January 2, 2014). We are also closed on national holiday dates in British Columbia, Canada. Please check our current brochure for exact dates.

SECTION TWO: TEACHERS

1. How many teachers do you have?
We have 8 regular teachers and 6 or 7 additional part-time teachers.

2. What are your teacher qualifications?
All our teachers hold university degrees and certificates in teaching ESL/EFL and meet all Languages Canada (LC) standards of qualification.

SECTION THREE: STUDENTS

1. Where do your students come from?
Nationalities and percentages vary widely during the year, but our top nationalities often include Swiss, Korean, Japanese, German, Mexican, Brazilian, Turkish, French, Saudi Arabian and French Canadian.
2. How many students do you have during high and low seasons?
We have about 130 students during the high season (summer months) and about 70 students during the low season (winter months).

3. What is the minimum and average age of your students?
The minimum age is 16 years old. The average age of our students in our General Program is between 20 - 25 years old. The average age of our students in our Executive Program is 30+.

4. What is the average and maximum number of students per class?
The average class size is 11. The maximum number of students in a class is 15.

SECTION FOUR: FACILITIES

1. What facilities are available to students?
We have a computer room, wireless internet connection (students can connect their own laptops or iPhones within the school), a supply of audio-visual learning resources and graded readers for students to borrow and a common area with fridge and microwaves.

2. Do you have free computers/internet/Wi-Fi internet access?
Yes, we have 8 computers connected to broadband as well as high-speed wireless Internet access which is available free to all our students.

3. How many classrooms are there?
14 Classrooms with large windows and high ceilings.

4. Do you have a cafeteria?
No, but we have refrigerators and microwave ovens for students to use and we are very close to many affordable cafes, restaurants, sandwich bars and supermarkets or you may also bring lunch and eat it in our common area. We offer free tea and coffee in our common area.

5. Do you have a separate Executive/Business Centre?
Yes. Though the Executive/Business classrooms are in the same building, there are specific classrooms used for the Executive Business Mini Group classes. The classrooms are equipped with audio-visual and other resources.

SECTION FIVE: COURSES

1. What courses do you offer?

<table>
<thead>
<tr>
<th>Course name</th>
<th>Course type</th>
<th>Number of lessons per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 20</td>
<td>General English</td>
<td>20</td>
</tr>
<tr>
<td>Intensive 30</td>
<td>General English</td>
<td>30</td>
</tr>
<tr>
<td>Intensive 30 with MEB</td>
<td>General/Business English</td>
<td>30</td>
</tr>
<tr>
<td>Intensive 30 with TOEFL/TOEIC</td>
<td>General/Exam Preparation</td>
<td>30</td>
</tr>
<tr>
<td>Plus Courses (additional 5 or 10 lessons a week)</td>
<td>General English / One-to-One</td>
<td>5 or 10</td>
</tr>
<tr>
<td>FCE, CAE</td>
<td>Cambridge Exam Preparation</td>
<td>30</td>
</tr>
<tr>
<td>International School Year</td>
<td>General / Academic English</td>
<td>20 or 30</td>
</tr>
<tr>
<td>Mini Group</td>
<td>English for Executives</td>
<td>30</td>
</tr>
<tr>
<td>One-to-one</td>
<td>One-to-one</td>
<td>10, 20, 30, 40 or 50</td>
</tr>
<tr>
<td>Club 50+</td>
<td>General English + Activities</td>
<td>20</td>
</tr>
</tbody>
</table>
We also offer students the opportunity to spread their course over 2 or more of our centres worldwide! You could begin your course in the USA and finish it in Canada, or split your time between Vancouver and Toronto! Ask about our Multi-Centre Courses for more information.

2. Do you offer work experience?
Yes, we offer unpaid Internship, paid hospitality internships and Self-Placement.

3. What is the length of each lesson?
All lessons are 50 minutes.

4. What is a typical class time table like?

<table>
<thead>
<tr>
<th>Hours</th>
<th>Standard 20</th>
<th>Intensive 30 with Conversation, Business English, TOEFL/TOEIC, EAP &amp; Mini Group</th>
<th>Cambridge Preparation</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 to 10:40</td>
<td>Lessons 1 &amp; 2 (Monday - Friday)</td>
<td>Lessons 1&amp;2 (Monday –Friday)</td>
<td>Lessons 1&amp;2 (Monday –Friday)</td>
</tr>
<tr>
<td>10:40 to 11:00</td>
<td>BREAK</td>
<td>BREAK</td>
<td>BREAK</td>
</tr>
<tr>
<td>11:00 to 12:40</td>
<td>Lesson 3 &amp; 4 (Monday –Friday)</td>
<td>Lesson 3&amp;4 (Monday –Friday)</td>
<td>Lesson 3 &amp; 4 (Monday –Friday)</td>
</tr>
<tr>
<td>12:40 to 13:40</td>
<td>-FINISH-</td>
<td>LUNCH</td>
<td>LUNCH</td>
</tr>
<tr>
<td>13:40 to 14:45</td>
<td></td>
<td>Lessons 5</td>
<td>Lessons 5</td>
</tr>
<tr>
<td>14:45 to 15:00</td>
<td></td>
<td>BREAK</td>
<td>BREAK</td>
</tr>
<tr>
<td>15:00 to 16:00</td>
<td></td>
<td>Lesson 6 -FINISH- (Monday –Thursday)</td>
<td>Lesson 6 -FINISH— (Monday –Thursday)</td>
</tr>
</tbody>
</table>

5. What levels are offered and how fast does a student progress from level to level?
There are 6 levels: Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. Students usually advance levels after 10 weeks of study depending on the level and depending on the student’s study habits and aptitude.

6. When are the start dates?
Start dates for General English courses are every Monday (excluding holidays). Start dates for other courses can be found on our websites. Beginners should start the first Monday of the month.

7. Are textbooks included in the fees?
Books and materials for class use are included with your course fees; students use class sets in the classroom and receive handouts to supplement the lessons. Each student receives an LSI
binder which includes a Grammar Resource Pack. Books are not given out for students to keep as a variety of different texts are used. Students who would like to own any particular book may receive help in purchasing it through the LSI office. Cambridge FCE and CAE students may choose to purchase books at LSI so they may write in them.

8. Do I receive a Certificate of Completion once the course has ended?
Yes, as long as you have attended at least 80% of the course and have maintained a grade of 70%.

9. Can I switch my course type/length once I have started it, or decide to add an additional course?
Course changes are generally not permitted after the course has started. (for example, changing from 30 lessons per week to 20 lessons per week, or shortening courses is usually not permitted). However, students may add extra lessons, for example afternoon or individual lessons. Students may add additional weeks of their course. The student can make arrangements to do so through the LSI Registrar or with their booking agent. Bookings should be made as early as possible. If students wish to extend their accommodation, this is fine (subject to availability). If they extend late, it is possible that the host family may be booked up with other students, however in this case we can usually find a new host family.

SECTION SIX: ORIENTATION

1. What time should I arrive on my first day and what should I bring?
Please arrive at 8:45 (no later than 9:00) as you will be completing an English Placement Exam. We will provide you with books and other learning materials so you will just need to bring writing supplies and your passport. After an orientation session, you will join classes from 1:40 pm on Monday (if Intensive Course) or from 9:00 am on Tuesday morning (if Standard Course).

SECTION SEVEN: ACCOMMODATION

1. What types of accommodation do you offer?
Our carefully selected host families offer friendly, comfortable surroundings. All meet the standards of our national accreditation bodies. Students may choose Bed & Breakfast, Half Board (breakfast and dinner included), or Full Board (three meals per day). Students must opt for a single room if they book individually but when 2 students book together for the same dates, they may request a shared room (a couple may share a bed or friends and siblings may each have a single bed in a shared room) or a single room each in the same homestay. These special requests must be made at the time of booking and are subject to availability.

As an alternative to staying in a host family, we also offer residential accommodation. Here, students stay in a residence with other guests from Canada and other countries. Please note that the minimum age is 18. We also offer the option of hotels and hotel-suites. Please contact us for more information and prices.

2. How far will my homestay be from the school?
Usually, most journeys take an average of 30-60 minutes (door-to-door). This is a normal commuting time in Vancouver.

3. Are the homestays inspected by the school?
Yes, our Student Services Coordinator inspects all homestays.

4. When do I arrive at my homestay and when do I leave?
Students may stay with their host families from Sat-Sat or Sun-Sun. For example, they can arrive on the Saturday before the course starts and leave on the Saturday after the course finishes. Arrivals should not be scheduled after 11:00 p.m. Weekday arrivals can be arranged (at the extra night rate) only with the approval of the school.

5. What do the families provide?
Your host family will provide a single room (bed, closet and/or a dresser, bed linens and towels and a desk or writing table), meals according to your meal choice and a friendly, inviting and interactive environment. Host families are expected to spend as much time with you as possible and they must provide a sit-down dinner daily (unless you have booked our B&B meal choice).

6. When do I have to pay for the accommodation fees?
We require payment in advance for the accommodation period for which you have booked. For example, if a student books a 4 month course AND 4 months of accommodation, we expect that all of the accommodation fees are paid in advance. If a long-term student wishes to book homestay for their entire stay, they may pay for 2 months of their accommodation in advance and then on a month-to-month basis or they may wish to book a lesser number of weeks of accommodation and that is also possible. They must remember though that they may not be able to continue staying in the same family if they wish to extend homestay as we may have placed another student in the home by then. We only book students into families for the time that has been paid for in advance. If students stay in a Residence then they must pay in advance for the full accommodation (as we do not accept monthly payments for residential accommodation).

7. Do I need to pay for my homestay over Christmas break? If I take a holiday?
It is your choice whether to keep the room during the holidays or whether to move out. We will accommodate either choice, and we will charge the appropriate fee. Not every host family accepts students over the Christmas break due to family commitments and travel, so it is best to book this in advance so we can find a suitable host family for you. If students stay in a host family over Christmas time, the payment rate is the same as published for B&B, HB and FB accommodation.

For students staying in residential accommodation, there is no reduction in accommodation fees if you take a holiday.

SECTION EIGHT: SOCIAL ACTIVITIES
1. Are social activities offered during the weekdays and/or weekends?
Yes, we provide a variety of weekly activities, which vary from week to week and from season to season. We also organise weekend excursions to various cities near Vancouver. Sample weekday activities include: museum visits, restaurant/social nights, sightseeing walks, sports activities, attending sports matches, attending theatre performances, and seasonal activities for holidays such as Christmas, Easter and Halloween. On the weekends, students may go on guided tours to locations outside of Vancouver such as Whistler, Seattle, Victoria, or ski resorts in the majestic Rocky Mountains.

2. Do I have to pay for social activities?
Most daily activities will require a small fee. Weekend excursions will be more costly.

SECTION NINE: AIRPORT TRANSFER
1. Are airport transfers available?
Yes, at an additional cost of $110 each way. Please let us know the date, time of arrival, flight number and prefix, airport of departure and airport of arrival.

2. Who meets me at the airport and where?
You will be met in the Arrivals Lobby at Vancouver Airport by a designated school pickup service called Beaton’s Meet & Greet. We will send you a letter explaining the airport procedure, including information on how to contact and where to meet the driver, who will have a large sign with your name on it.

SECTION TEN: PAYMENTS / CANCELLATIONS / REFUNDS
1. How do I pay for my LSI course?
Course fees must be paid before your course starts. Payment can be made in cash, by bank transfer or by providing us with your credit card details. Once payment is received, we will send you a Letter of Acceptance. If you do send a bank transfer, please quote your agency name and the student name, and fax/email a copy of the bank transfer receipt to us. Alternatively, we also accept payment by credit card (Visa, MasterCard or American Express). Please ask us for a credit card authorization form. If you would like to pay in another currency, please let us know at the time of booking. *Please quote REFERENCE or INVOICE number when making a payment. If you are paying with a credit card, the payment can only be in Canadian dollars. (Vancouver banking information is for both our Vancouver school and our Toronto school).

Our bank details are as follows:

<table>
<thead>
<tr>
<th>Name</th>
<th>Royal Bank of Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal Address</td>
<td>1025 West Georgia St</td>
</tr>
<tr>
<td></td>
<td>Vancouver, BC V6E 3N9</td>
</tr>
<tr>
<td>A/C Name</td>
<td>Language Studies International</td>
</tr>
<tr>
<td>BANK CODE</td>
<td>003</td>
</tr>
<tr>
<td>A/C No</td>
<td>126-733-5</td>
</tr>
<tr>
<td>Swift Code</td>
<td>ROYCCAT2</td>
</tr>
</tbody>
</table>

2. Can I receive an invoice?
Yes, we will send you an invoice along with a course confirmation letter upon booking.

3. What are your payment terms and conditions?
Please, refer to the terms and conditions online at http://www.lsi.edu/en/terms.shtml or if you are an agency, refer to the contract which was provided to you by our Marketing Department.

4. How do I cancel a course and will I get a refund for the course and/or the accommodation?
Please refer to LSI Canada’s Refund Policy for details about course refunds. Course refunds are given in case of illness only (on production of a medical certificate). If students have any problem or complaint during their course, they should talk to us and we will try our best to help. Accommodation refunds are fine as long as LSI is given four full week’s notice (weeks run from Sat-Sat or Sun-Sun). For information on the charges for cancellations and late postponements, please refer to the LSI Terms and Conditions: http://www.lsi.edu/en/terms.shtml or if you are an Agent, to the LSI Agent’s Manual.
SECTION ELEVEN: PERSONAL

1. Who can I talk to if I have a problem? Can I speak my own language?
   If you have a problem please talk with any of our teachers or office staff. We are all here to help! Although we do speak a number of languages other than English, we may not speak your specific language, but we will do what we can to solve any problems that you might have.

2. Can I get a job while I am studying at LSI?
   Foreign students and visitors to Canada must have a valid work permit to be employed in Canada.

3. Can I arrange work experience through LSI?
   Yes, LSI offers Unpaid Internships, Paid Hospitality, and Self-Placements for students who complete an LSI course of the same duration in hours as the intended work in Canada. Applications for work experiences must be made at least 12 weeks in advance of the estimated start date, so students need to plan ahead if they want to participate. There are also visa issues involved depending on the type of work experience they choose, so again this requires advanced planning. Please contact us for further information.

4. Can I apply for a student bank account?
   Students can only open a bank account if they are studying in long-term courses. Please ask the office staff during the first week, and we will provide a letter (if necessary) which can be taken to the bank, along with the passport/national ID and evidence of a Canadian residence.

5. What happens if I get sick?
   You must have medical insurance to cover this possibility. LSI Vancouver can provide this if you have none. Our downtown location is close to walk-in clinics or your host family can let you know of something closer to your home. Upon arrival at LSI you will get an information pack in your school binder that includes information for all your needs in Vancouver.

6. Do you offer insurance?
   Yes. Medical Insurance may be purchased from LSI upon booking or once you have arrived at school. Further information and prices are available on request. We strongly recommend that you book travel/medical insurance before travelling, whether you book with LSI or find your own insurance cover. The cost is around $2 per day.

7. Can I take holiday during my course?
   Yes. You might be entitled to take 1-2 weeks holiday depending on the type and length of your course. You will then be able to extend your course by the number of weeks’ holiday you took from school at no extra cost; however, if you also need to extend your homestay for this extra time, you will need to pay this amount. Please get permission from the school before taking a holiday!

8. Do I need a visa to study at your school?
   It depends. Please contact the Canadian Embassy in your country for visa application information and procedures: http://www.cic.gc.ca/english/information/applications/student.asp
If you have any additional questions that we have not answered please contact us at…

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