1. Enrolment and confirmation procedure
LSI Enrolment forms can be obtained from LSI schools and our website at www.lsi.edu. Enrolment forms should be sent directly to the school where you wish to study. On receipt of your enrolment form, you will be sent a written confirmation of your course booking with an invoice for the total amount of the course and, if applicable, accommodation and/or any additional fees. You will be sent a visa support letter if required. You are guaranteed a place once we have confirmed your booking in writing.

2. Validity
All information and fees are valid until 31 December 2010. LSI reserves the right to change details of the fees, services, including course or facilities and dates where circumstances are beyond LSI’s control.

3. Course Registration Fees
A Registration Fee applies to all enrolments to LSI schools except extensions of courses. LSI Course Registration fees are GBP90 for LSI UK, USD120 for LSI USA (for LSI New York only, if tuition is less than USD100, the course enrolment fee is 10% of the tuition fee), CAD120 for LSI Canada, AUD180 for LSI Australia, NZD120 for LSI New Zealand, EUR15 for LSI France & Germany, EUR15 for LSI Malta and CHF100 for LSI Switzerland. Course Registration Fees are non-refundable.

4. Changes to Enrolments
Before course begins
Once details have been confirmed, one course or accommodation change per enrolment is permitted free of charge. LSI reserves the right to charge an administration fee equal to the registration fee of that country for any additional changes. This fee will not apply to any upgrade or extension of courses.

After course begins
No changes are permitted on courses after the course starts unless LSI sees it necessary or an upgrade or extension is made. Accommodation changes will be made free of charge if LSI finds valid reasons to do so. Any other changes that do not result in cancellations will require a 2-week notice for all the LSI schools, otherwise a charge equal to the notice period will apply.

5. Minimum Age
The minimum age for acceptance is LSI is 16 (18 at LSI New York and 16 at LSI Malta). For junior programmes, the minimum age is 13 (UK, USA & Canada). If you wish to stay in college accommodation, where available, you must be 18 years or over. LSI schools cannot accept any enrolments without the student’s signature and that of their parent/guardian if the student is under 18 at the time of making the booking.

6. Cancellations
*Registration fees are non-refundable (if applicable), as are accommodation placement fees, airport transfer charges and/or express courier fees, where applicable, and will be deducted from any refund unless otherwise stated below. Conditions in the event of cancellation vary from school to school.

a. Cancellation of Courses
LSI UK, France & Germany
Cancellations before your course begins
If we receive your written cancellation 14 days or more before your course commencement, all tuition fees* will be refunded. If we receive your cancellation between 7-13 days before your course begins, you will be charged two weeks’ tuition and one week’s accommodation fees. If we receive your cancellation less than 7 days before the course starts, you will be charged two weeks’ tuition and two week’s accommodation fees. In case of visa denials, if we receive your written cancellation and proof of the denial at least 7 days before the course starts, all tuition fees* will be refunded.

Cancellations after your course has begun
Once your course has started, you will generally not be entitled to a refund. The only exceptions made are in the case of an illness. You will be required to provide a medical certificate.

LSI USA
All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI.

Cancellations before your course begins
The registration fee submitted with the enrolment form is non-refundable. Up to seven (7) days before the start of your course, tuition fees, less the Registration Fee, can be refunded if LSI receives notification of cancellation. If cancellation occurs seven (7) days or less before the start of the course, $230 ($250 in New York) of tuition fee is non-refundable. Therefore, if the student does not receive authorization from US Immigration before the course begins, and provides documentation of the circumstances and returns the original I-20 form to LSI more than seven (7) days before the start of the course or if the student cancels more than seven (7) days before the start of the course and provides written notice of cancellation, 100% of the tuition fees paid are refundable.

Cancellations after your course has begun
There are no refunds for courses of 4 weeks or less. For courses longer than 4 weeks, if after the start of the course the student withdraws and has completed more than fifty (50) percent of the course at the time of withdrawal from classes at LSI, there is no refund. Additionally, if the student changes from an Intensive 30 to Standard 20 course, including ISY courses, any time after the start of the course has no refund. For courses longer than 4 weeks, if after the start of the course the student has completed fifty (50) percent or less of the course at the time of withdrawal from classes at LSI and provides written notice of withdrawal before the scheduled end date of the course (time of withdrawal = last day that the student attends class) then the first four weeks of the course are non-refundable. Additional weeks will be refunded on a prorated basis, and are calculated from the last recorded day of attendance (any part of a week attended is considered a full week for refund calculations). For all courses, the refund is calculated based on the appropriate weekly Standard 20 or Intensive 30 price. For courses booked under special deals or promotions, changes may result in the loss of the special deal or promotion.

Course extensions: Notification must be received in writing no later than the first day of the extended portion of the course for a full refund of extended weeks. For partial cancellations, notification of cancellation must be received in writing. Refund applies only if student has completed 50% or less of the extended course weeks. (more than 50% = no refund).

N.B. For students whose course is booked on their behalf by a third party or agent, all tuition refunds will be processed through the third party or agent who made the original booking. Contact third party or agent for refund according to their refund policy.

LSI Canada
All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI.

Cancellations before your course begins
Before the first day of a course, tuition fees can be refunded if LSI receives written notification of withdrawal within 7 days of payment being received. Student does not receive authorisation from Citizenship and Immigration Canada before the course begins, provides documentation of the reasons that resulted in the original letter of acceptance to LSI -100% of tuition fees* are refunded. Student withdraws voluntarily or is dismissed from the programme less than 7 calendar days after the contract is made – 75% of tuition fees* are refunded. Student withdraws voluntarily or is dismissed from the programme 30 days or more before the start of the course – 75% of tuition fees* are refunded. Student withdraws voluntarily or is dismissed from the programme less than 30 days before the start of the course – 60% of tuition fees* are refunded.

Cancellations after your course begins
Student withdraws voluntarily or is dismissed from the programme within the first 10% of the course’s duration – 50% of tuition fees* are refunded. Student withdraws voluntarily or is dismissed from the programme within the first 30% of the course’s duration - 30% of tuition fees* are refunded. Student withdraws voluntarily or is dismissed from the programme after 30% of the course’s duration - no refund will be given.

LSI Australia
All bookings, cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI. For visa denials, tuition fees and accommodation charges* (if any) will be refunded in full. Requests for refunds must be made in writing within 1 month, giving full details of the reason for the refund request. Refunds will be paid within 4 weeks of the receipt of the written request if the student defaults. Refunds will be paid to the person who has entered into the contract with the provider and will be paid in the same currency as originally paid. If refunds are paid in your country, a transfer fee of AUD40 will be charged. Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies. Tuition fees will not be refunded after you have started the course. No refund is given if you withdraw voluntarily or are dismissed from the program for unsatisfactory attendance or behaviour, or if you are in breach of Australian Government regulations or the LSI Code of Conduct. This agreement does not remove the right to take further action under Australia’s consumer protection laws. Any school-aged dependants accompanying students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

LSI New Zealand
If student cancels 14 days before start date, a full refund (minus the registration fee) is given. If student cancels 1 – 14 days before start date, students must pay 2 weeks accommodation plus registration fee plus AP fee. Students enrolled for a course over 3 months may withdraw at any time within 7 days after the first day of the course booked. These students are refunded, without deduction*, so much of any payment, or of the sum of payments, made by the student to the establishment as a whole, in respect of enrolment at the establishment, as exceeds NZD500 or 10% of the amount of that payment or of the sum of those payments, whichever is the lesser. Otherwise there are no refunds of tuition fees. Where students enrolled for a course of less than three months’ duration withdraw from such a course, the following minimum refund entitlement will apply:

a) For courses of up to and including 4 weeks and 6 days: where a student withdraws within the first two days of the course, LSI will retain 50% of the full amount and refund the balance to the student

b) For courses of 5 weeks or more but less than 3 months: where a student withdraws within the first five days of the course, LSI will retain 25% of the full amount and refund the balance to the student.

N.B. Otherwise there are no refunds of tuition fees.

LSI Switzerland
Cancellations must be in writing and sent by registered post. The date of delivery as printed on the envelope of the registered letter determines the period of notice to be applied. A client, who partially or completely cancels a course after it has begun, is not entitled to any refund. To cover the risk of cancellation, we recommend you take out a Cancellation Insurance to please contact LSI Zurich about Cancellation Insurance.

Cancellation fees for courses cancelled more than 2 weeks before course starts: 15% of total costs (Course, Accommodation, Transfer & Registration fees etc)
Cancellation fees for courses cancelled less than 2 weeks before course starts: 40% of total costs (Course, Accommodation, Transfer & Registration fees etc).

LSI Malta
All fees must be paid in full 14 days before the course starts. Cancellations must be made in writing, by fax or email.
Cancellations before your course begins
Cancellation between 15 and 7 days from commencement 30% of all services ordered. Cancellation between 6 and 4 days from commencement 50% of all services ordered. Cancellation between 3 and 1 day from commencement 75% of all services ordered. Cancellation on commencement day or later (or no as per 100% of all services ordered.
If you send an amendment or cancellation you should request a faxed or email confirmation from us stating that we have received it.
Cancellations after your course begins
There are no refunds given after the commencement of a course. No course changes are permitted: this includes course type and/or duration. No refunds are made. Accommodation changes or cancellations require 2 full weeks’ advance notice. No charge is made although we will not generally change accommodation for the following reasons: Location (unless a supplement upgrade is requested) & Convenience (e.g. being closer to friends / public transport).
Refunds will be made for full unused weeks. The following cancellation fees will apply for any accommodation booked and cancelled:
Within 7 to 4 days of arrival: 50% of services ordered. Within 3 to 1 day of arrival: 75% of services ordered. No show: 100% of services ordered.
Postponements or cancellations resulting from a visa denial will not incur a charge provided:
a) ETA is informed more than 3 working days before arrival
b) Not more than one postponement is made
Otherwise a charge of 1 week’s accommodation will be made.
b. Cancellation of Accommodation
All cancellations, withdrawals or changes must be submitted in writing to LSI at least 2 weeks in advance; this period is 1 week for LSI Australia and 4 weeks for LSI Canada. If withdrawal occurs at any time after the first day of homework without providing the advance notice required, you will be subject to a cancellation penalty equal to the number of weeks of accommodation of the required advance notice, OR the number of weeks equal to the remainder of your stay if it is less than number of weeks of the required advance notice.
If you cancel another accommodation (Hotel, Residence Hall, etc.) that was arranged by LSI, you may be subject to the cancellation penalty of the Hotel, Residence Hall, etc. Please check with the LSI Centre regarding these cancellation penalties.
c. Cancellation of Other Services
Any other services such as airport transfers, exams, courier mail, travel etc. booked with LSI are subject to full charge if LSI cannot cancel the items without any surcharge.

7. Liability and Insurance
All students are strongly advised** to take out personal, medical and property insurance before travelling abroad. LSI, its representatives and staff will not be liable for any loss, damages, injury or ill health to people or property, however these may occur, unless such liability is legally imposed. It is the student’s responsibility to take out insurance against all such risks.
Students at LSI Brisbane with a Student Visa (required for courses longer than 12 weeks) are required by the Australian Government to be covered by Overseas Student Health Cover. Non EU students at LSI Paris must have medical insurance. EU students should obtain a European Health Insurance Card (EHIC).
**All students studying at LSI USA are required to have accident & health insurance and at LSI NZ must have appropriate medical and travel insurance. LSI can provide this insurance at reasonable rates depending on the length of the booking. If not applying through LSI, please be prepared to present us with a copy of your insurance policy.

8. Holidays
Holidays may be taken by students enrolled for a 24 week or longer course. Application for a holiday in the middle of your course must be made to the school before commencement of the holiday and must be Sunday to Monday. Please check with the individual LSI School for when the holiday application must be received. At LSI New Zealand, where a student visa has been issued for the course dates and for ISY courses and at LSI USA for any course no holidays are allowed until after the course has finished; at LSI Brisbane holidays are only allowed for compassionate and compelling reasons. There is no instruction in public holidays (public holiday dates are published in the LSI brochure) with the exception of the LSI London Executive Centre.

9. Accommodation Placement/Supplement Fees
LSI charges homestay placement fees in certain locations only: these are CAD150 in Canada, AUD220 in Australia, NZD200 in New Zealand, EUR60 in France, EUR50 in Germany and CHF100 in Switzerland. These fees are non-refundable once the accommodation details have been sent to you.
LSI charges homestay supplement fees in certain locations only: these are a Christmas Suplement of GBP30/USD30/ AUD52/€52 during the Christmas Holiday at LSI UK/USA/Australia/Centres, a Summer Supplement of GBP15/USD30/CAD20/week at LSI UK/USA/Canada Centres from Jun-Aug 30 Aug 2009, a U18 Full Board Supplement of AUD$5/week and a Special Diets Supplement of AUD$5/week at LSI Brisbane.

10. Accommodation Duration and Dates
Accommodation is provided on a 7-night basis: from arrival on Sunday, 1 day prior to course commencement, until departure on the Sunday following the end of the course. In the case of 9-day courses, your accommodation will be provided on a 10-night basis: from arrival on Friday until departure on Monday of the following week. Students who arrive early or leave late will be charged for the extra nights, and each school will determine the extra nights’ price at the time of the booking.

11. Delay in Payments
Any delay in any part of the payments due may result in the student losing their guaranteed place in the school and/or an immediate deduction from the course and accommodation. LSI will not be held responsible in these cases, and all fees will remain payable in full.

12. Passports and Visas
Many countries have passport and visa regulations; please contact your nearest embassy for such regulations or LSI for assistance. If a student cannot get visa clearance at the port of entry for not having obtained the correct visa to study at LSI or the student is deported after breaking the immigration law, LSI fees will remain payable in full.

13. Expulsion from Courses
LSI reserves the right to expel any student whose conduct is unsatisfactory at the discretion of the Centre Director. The Centre Directors’ decision is final. In such case, no refund will be given and any outstanding fees will be payable immediately.

14. Resolution and Disputes
Any complaint should first be made to the Director of the appropriate LSI Centre. If not resolved, the complaint should be sent to the LSI Head Office in London.

15. Promotional Activity
Students and their parents/guardians agree that the student’s photo, quotes and details of achievements may be used for LSI’s promotional purposes without written consent or notification. Objections to this should be made in writing to LSI before the start of the course.

16. Further Information: AUSTRALIA
Cost of Living: LSI Brisbane is located in the centre of Brisbane. You should allow about AUD320 per week to cover homestay half board, lunches & transport fares to and from school. More for fast food, and a small amount for personal spending. This recommended amount does not include any entertainment.

Types of Visa: A Visitor Visa enables you to study for a maximum of 32 weeks; a Working Holiday Visa enables you to study for a maximum of 17 weeks. To study for longer than 12 weeks when a Working Holiday Visa is not available, you must travel on a Student Visa, study for at least 20 hours per week and pay the compulsory Overseas Student Health Cover (OSHCC) of AUD33 per month for the length of the visa. Full information about visas, requirements and work rights are available on the Australian Government web site at http://www.immi.gov.au

Dispute Resolution: You may bring a friend to help you at any time. If you are still not satisfied after you have spoken to the Principal, LSI Brisbane will make arrangements for independent mediation to resolve the dispute as quickly as possible. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General, Brisbane Centre, 13th Floor, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6209; Fax: +61 7 3239 6284. At present there is no fee for this service, but this may change.
Nothing in LSI Brisbane’s Dispute Resolution Policy negates your right to take action under Australia’s consumer protection laws in the case of financial disputes, or to pursue other legal remedies.
If you are concerned about the actions of LSI Brisbane you may approach the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel a school or course registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of the School should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 5033, City East, QLD 4002. Complaints must be made in writing.

Registered Provider: Language Studies International Australia Pty Ltd, CRICOS provider No: 01678A; Any information provided to Language Studies International may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. Language Studies International is required by law to tell the Department of Immigration about certain changes to the student’s enrolment and any breach of a student visa condition relating to attendance or satisfactory academic performance.

17. Further Information: NEW ZEALAND
Course fees are subject to a 12.5% government tax. Should this be increased, our fees will increase accordingly. Homestay fees do not include this tax.

Protection of student fees: Fees paid by students or their agents will be fully protected by Bank Guarantee and cash held by an Independent Trustee. In the event of insolvency, regulatory closure or withdrawal or partial withdrawal of accreditation, LSI students may apply to Carlton DFK for a refund of unused fees. Please post claims to LSI Student Fees Trustees, Carlton DFK, Level 3, 135 Broadway, Newmarket, Auckland, NZ.

All student fees are to be deducted in the following account:
NZ$ Account: Language Studies International (NZ) Ltd – Student Fees Trust Account, The National Bank, 185 Broadway, Newmarket, Auckland; Account Number 060265/011907 00; Swift Code ANZB NZ22.


Code of Practice: LSI has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the code of practice are available on request from this institution or from the New Zealand Ministry of Education website at www.minedu.govt.nz/goto/international.

Immigration: Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website: www.immigration.govt.nz.

Eligibility for Health Services: Most International students are not entitled to publicly funded health service while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full cost of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at: www.moh.govt.nz

Accident Insurance: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens.
residents, and temporary visitors to New Zealand, but you may still be liable for all other medical related costs. Further information can be viewed on the ACC website at: www.acc.co.nz.

LSI Terms and Conditions are displayed fully and according to the each governing body of each location on the LSI website, and regularly updated. Please visit http://www.lsi.edu/en/terms.shtml for the full Terms & Conditions.

LSI Terms and Conditions are correct at the time of printing. LSI reserves the right to change or amend these conditions where, at minimum, a 2-week advance notice would be given.
CANCELLATION AND REFUND POLICY

LSI SCHOOLS USA – BOSTON / SAN DIEGO / SAN FRANCISCO / NEW YORK

TUITION

BEFORE COURSE BEGINS

Up to seven (7) days before the first day of a course, tuition fees paid, less the Registration Fee, can be refunded if LSI receives notification of cancellation. If cancellation is after seven (7) days or less before the start of the course, $230 of tuition fee is non-refundable. ($250 for New York)

CIRCUMSTANCE

AMOUNT OF REFUND

Student does not receive authorization from US Immigration before the course begins, and provides documentation of the circumstances and returns the original I-20 form to LSI more than seven (7) days before the start of the course.

100% of tuition fees paid

Student cancels more than seven (7) days before the start of the course and provides written notice of cancellation.

100% of tuition fees paid

Student cancels seven (7) days or less before the start of the course or never attends the institution.

100% of tuition fees paid less $230 non-refundable tuition fee ($250 for New York)

AFTER COURSE BEGINS

CIRCUMSTANCE

AMOUNT OF REFUND

Student withdraws from a course of four weeks or less

No refund

Student has completed fifty (50) percent or less of the course at the time of withdrawal from classes at LSI (time of withdrawal = last day of attendance in class).

The first four weeks of the course are non-refundable. Additional weeks will be refunded on a prorated basis, and are calculated from the last recorded day of attendance (any part of a week attended is considered a full week for refund calculations). For all courses, the refund is calculated based on the appropriate weekly Standard 20 or Intensive 30 price.

Student has completed more than fifty (50) percent of the course at the time of withdrawal from classes at LSI.

No refund

Student cancels an Intensive 30 to Standard 20 course, including ISY courses, any time after course has begun.

No refund

N.B. For students whose course is booked on their behalf by a third party or agent, all tuition refunds will be processed through the third party or agent who made the original booking.

Contact third party or agent for refund according to their refund policy

For all courses booked under special deals or promotions, changes may result in the loss of the special deal or promotion.

NOTE: Course extensions: Notification must be received in writing no later than the first day of the extended portion of the course for a full refund of extended weeks. For partial cancellations, notification of cancellation must be received in writing. Refund applies only if student has completed 50% or less of the extended course weeks (more than 50% = no refund).

HOMESTAY

If a student cancels Host Family Accommodation seven (7) days or less before arrival, one (1) week of accommodation fees will be non-refundable. All other cancellations, withdrawals or changes must be submitted in writing to LSI at least 2 weeks in advance.

CIRCUMSTANCE

AMOUNT OF REFUND

Withdrawal at any time after the first day of homestay if less than 2-week notice is given.

Full refund minus two weeks homestay fee, or if less than two weeks remain, minus the amount remaining.

REFUND EXAMPLE 1: A student enrolls in a 12-week Intensive 30 course and pays a $120.00 Registration Fee and $3,900.00 tuition. The student withdraws after completing 3 weeks of the course (84 clock hours) and provides written notice of withdrawal. The refund would be calculated as follows: $4,020.00 - $120.00 = $3,900.00 - $1360.00 (First 4 weeks = non-refundable) = $2540.00 Refund.

REFUND EXAMPLE 2: A student enrolls in a 24-week ISY 30 course and pays a $120.00 Registration Fee and $6,360.00 tuition. The student withdraws after completing 8 weeks of the course (224 clock hours) and provides written notice of withdrawal. The refund would be calculated as follows: $6,480.00 - $120.00 = $6,360.00 - $2,720.00 (Regular Intensive 30 price for 8 weeks) = $3,640.00 Refund.

All refunds due will be made to the appropriate party within 45 days following the date upon which the student’s cancellation or withdrawal has been determined. Cancellation or withdrawal shall occur when you give written notice at the address of the school shown on the front page of this agreement.