



LSI

Agent's Manual

2014

TABLE OF CONTENTS

Introduction	4
LSI Worldwide - General Information:	4
LSI UK	5
LSI LONDON HAMPSTEAD	5
LSI LONDON CENTRAL	5
LSI CAMBRIDGE	5
LSI BRIGHTON	6
Courses Offered at LSI UK.....	6
Timetables – General.....	6
Timetables – Executive Courses	6
Accommodation Extensions, Arrival and Departure Dates:	8
Residence /Flat Share /Self-Catering/Campus Accommodation	8
LSI Flat-Share Credit Card Debit Authorisation	10
Social Programme - Examples of activities offered can be found below (prices subject to change).	10
Health Insurance.....	11
Courier Mail.....	11
Transfer Prices	11
Links to Visa Information	11
UK Visas	11
LSI USA	12
LSI San Diego	12
LSI San Francisco / Berkeley	12
LSI Boston	12
LSI New York	13
Courses at LSI USA	13
Timetable.....	13
Accommodation Extensions & Arrival and Departure Dates.....	14
Residence / Hotel / Flat Share / Campus Accommodation	14
Health Insurance.....	15
Social Programme	15
Courier Mail.....	15
Links to Visa Information	15
USA Visas	16
LSI CANADA	16
Vancouver	16
Toronto	16
Courses at LSI Canada.....	16
Timetable.....	17
Accommodation Extensions & Arrival and Departure Dates.....	17
Residence / Hotel / Campus Accommodation.....	18
Health Insurance.....	18
Social Programme.....	18
Vancouver	18
Toronto	18
Courier Mail	19
Links to Visa Information	19
LSI AUSTRALIA	20
Brisbane	20
Courses at LSI Brisbane.....	20
Timetable.....	20
Accommodation Extensions & Arrival and Departure Dates.....	21
Airport Transfers.....	21
Homestay Accommodation	21
Residence Accommodation	22
Health Insurance.....	22
Social Program	22
Course Materials Fees	22
Links to Visa Information.....	23
Tourist / Visitor Visa / ETA.....	23

Student Visa	23
Working Holiday Visa	23
Information about Brisbane	23
LSI NEW ZEALAND.....	24
Auckland	24
Courses at LSI New Zealand.....	24
Timetable.....	25
Accommodation Extensions & Arrival and Departure Dates.....	25
Residence / Hostel Accommodation	26
Health Insurance.....	26
Social Programme.....	26
Course Materials Fees for Long-Term Students	26
Courier Mail.....	26
Links to Visa Information	26
LSI MALTA.....	27
Sliema	27
Courses at LSI Malta	27
Timetable.....	27
Accommodation Extensions & Arrival and Departure Dates.....	28
Homestay Accommodation – General Information	28
Residence Accommodation	28
Health Insurance.....	28
Social Programme.....	29
Courier Mail.....	29
Links to Visa Information	29
LSI FRANCE.....	30
Paris	30
Courses at LSI Paris.....	30
Timetable.....	30
Residence Accommodation	31
Health Insurance.....	31
Social Programme.....	31
Courier Mail.....	31
Links to Visa Information	31
LSI SWITZERLAND	32
Zürich	33
Courses at LSI Zürich.....	32
Timetable.....	32
Accommodation Extensions & Arrival and Departure Dates.....	33
Residence Accommodation	33
Health Insurance.....	33
Social Programme.....	33
Courier Mail.....	33
Links to Visa Information	33
LSI General Terms and Conditions 2014:	36

Introduction

WELCOME TO LANGUAGE STUDIES INTERNATIONAL!

The group of LSI schools that make up Language Studies International (LSI) are under one management team based in London.

1. The LSI brochure contains an accurate description of our course programmes, locations and services.
2. Quality control of LSI courses; we constantly check and assess the quality of our courses. In exceptional cases where things go wrong you can rely on us to put them right.
3. Quality accommodation where everything is carefully checked and re-checked.
4. A quality social & cultural programme, which reflects the needs and budgets of our students.
5. Each individual student will receive the same quality attention. There are no exceptions at LSI.

We appreciate your business and the hard work you put in on our behalf!

Our schools have accreditation and membership in the following organisations:

UK – London	Accredited by the British Council and ISI (LSI London Central, LSI Hampstead, LSI Brighton and LSI Cambridge) & member of ENGLISH UK
USA	ACCET (Accrediting Council for Continuing Education and Training) & member of AAIEP (American Association of Intensive English Programs)
Canada	Languages Canada / Langues Canada
Australia	NEAS (National ELT Accreditation Scheme) & member of EA (English Australia)
New Zealand	NZQA (New Zealand Qualifications Authority), C.O.P - M.O.E. (Ministry of Education – Code of Practice), Audited Member of English New Zealand
France	UNOSEL Union Nationale des Organisations de séjours linguistiques et des écoles de langues, Centre agréé TEF (CCIP), Private Institute of Higher Education (Academy of Paris)
Switzerland	EAQUALS (The European Association of Quality Language Services)
Malta	FELTOM (Federation of English Language Teaching Organisation Malta)

LSI Worldwide - General Information:

In each LSI school we have a Principal/Director, Director of Studies/Assistant Director, Registrar, and Student Services/Accommodation/Student Welfare Officer.

All bookings are sent directly to and dealt with by the school where your student wishes to study. We have adopted this policy to make it easier for you to work with LSI and to increase efficiency on both sides. Queries should be addressed directly to the school in which the student wants to study. NB: Please email the main school email address in order to ensure your email reaches the right person/people in a timely manner.

You can also contact a member of the marketing staff at our Head Office in London for additional information – marketing@lsi.edu

NOTE:

- For questions regarding your booking - please contact the Registrar of the school where the student will study.
- For questions regarding accommodation or welfare - please contact the Student Services/Accommodation/Welfare Officer of the school where the student will study.
- For marketing related questions, inquiries or brochure requests, please contact the marketing team at marketing@lsi.edu
- Commission is offered as per your agency agreement on tuition and registration fees. For Juniors' programmes, a flat commission rate of 20% is offered on the package price (tuition, accommodation, activities) but not on the registration fee. For Club 50+ programmes, commission is offered on the registration and tuition portion of the package (not on activities or any other services).

LSI UK

LSI LONDON HAMPSTEAD

Language Studies International 13, Lyndhurst Terrace London NW3 5QA		Tel: +44 (0)20 7794 8111 Fax: +44 (0)20 7431 5681 E-mail: ham@lsi.edu Emergency No: +44 (0)77 1601 0670	
School Director Greg Wickline gw@lsi.edu	Assistant Director Sally Muse smuse@lsi.edu	Registrar / Accommodation & Welfare Jesus David Ordóñez González ham@lsi.edu	
Juniors' Programme Coordinator (Homestay programme) Patricia Vonscheidt pvonscheidt@lsi.edu	Juniors' Programme Coordinator (Residential programme) Greg Wickline gw@lsi.edu	Accounts Viviana Pineda: vpineda@lsi.edu Fax: +44 (0)20 7443 9881	
Bank Details National Westminster Bank plc 208 Piccadilly London W1A 2DG Account name: Language Studies International Forms of payment: Cash, money orders, traveller's cheques, cheques, bank transfers & credit cards. Credit cards accepted: Visa, MasterCard, American Express, Switch & Maestro		Payment in UK£ Account no: 1700 5353 Sort Code 56-00-03 IBAN Number: GB40 NWBK 5600 0317 0053 53 Payment in US\$ Account no 140-01-04343999 Sort Code 56-00-03 IBAN Number: GB57 NWBK 6073 0104 3439 99 Payment in Euro Account no 550-01-06268102 Sort Code 56-00-36 IBAN Number: GB33 NWBK 6072 0806 2681 02 BIC / Swift : NWBK GB 2L (same for all accounts - UK£, US\$ & Euro)	

LSI LONDON CENTRAL

Language Studies International 19-21, Ridgmount Street London WC1E 7AH		Tel: +44 (0)20 7467 6500 Fax: +44 (0)20 7323 1736 E-mail: lon@lsi.edu Emergency No: +44 (0)78 3509 4033	
School Director Gavin Adams ga@lsi.edu	Assistant Director Mark Lane mlane@lsi.edu		
Registrar Javier García Ruiz booklondon@lsi.edu	Accommodation & Welfare Coordinator Annette Brenner accommlondon@lsi.edu	University Placement Coordinator (LSI UK) Ben Elton - uk-uni@lsi.edu	
Accounts & Bank details same as London Hampstead			

LSI CAMBRIDGE

Language Studies International 41, Tenison Road Cambridge CB1 2DG		Tel: +44 (0) 1223 361 783 Fax: +44 (0) 1223 467 725 E-mail: cam@lsi.edu Emergency No: +44 (0) 795 781 1110	
School Director Phil Scherb pscherb@lsi.edu	Assistant Director Melissa Peach mpeach@lsi.edu	Registrar/Accommodation & Welfare Ali McKinney ali@lsi.edu mailto:pscherb@lsi.edu	
Assistant Registrar /Accommodation Officer & Welfare Vanessa Rubio cam-office@lsi.edu		Juniors' Programme Coordinator Agnes Gulczynska agulczynska@lsi.edu	
Accounts & Bank details same as London Hampstead Please note that only MasterCard, Visa and American Express are accepted			

LSI BRIGHTON

Language Studies International 13, Ventnor Villas Brighton BN3 3DD	Tel: +44 (0)1273 722 060 Fax: +44 (0)1273 746 341 E-mail: bri@lsi.edu Emergency No: +44(0) 7593 371388
Academic Director Michael Choguill - mchoguill@lsi.edu	Administrative Manager Dan Sherrington - bri@lsi.edu
Registrar /Accommodation Officer & Welfare Celine Mailland - Admin@lsi.edu	Accounts & Bank details same as London Hampstead

Courses Offered at LSI UK

- Intensive 30 General English 30 lessons x 50 minutes
 - Standard 20 General English 20 lessons x 50 minutes
 - Standard 18 General English 18 lessons x 50 minutes
(London Hampstead and Brighton only)
 - Afternoon 10 General English 10 lessons x 50 minutes
 - Cambridge Preparation 20 **OR** 30 lessons x 50 minutes
 - English for Academic Purposes Programme (Int 30) 30 lessons x 50 minutes
 - International School Year (ISY) 18/20/30 lessons x 50 minutes
 - English for Teaching (Cambridge) 30 lessons x 50 minutes
 - Mini Group for Business 20/30/40 lessons x 45 minutes
 - 1:1 / Plus Courses/9 Day Compact Course 45 minutes per lesson
 - Juniors' Programmes:
London Hampstead, Cambridge 20 lessons x 50 minutes
 - Club 50+ Package Programme (London Hampstead only) 20 lessons x 50 minutes
- Minimum age for adult programmes is 16 years old at all LSI UK Schools.
 - Minimum age for our Juniors' Programmes is 13 years for all centres.
 - Starting dates are every Monday for **Elementary** to Advanced levels for all courses except Cambridge Exam Preparation.
 - LSI Brighton offers Elementary level according to demand, please check for availability.
 - Beginner courses are **only** offered at London Central. Beginners are asked to start on the first Monday of the month.
 - ISY (International School Year) Packages start on the first Monday of the month.
 - TOEIC, IELTS, TOEFL iBT, English for Business are included as afternoon options on the Intensive 30 course (see below).
 - Maximum of 15 students per class. Maximum 5 students per class for Mini Group courses.

Timetables – Executive Courses

	Mini Group 20/30/40 lessons*	Individual Tuition 20/30/40/50 lessons	9 Day Individual Compact course** (82 lessons)	9 Day Individual Compact course** (92 lessons)
<i>Mon - Fri</i> 9:00 – 10:30	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2
10:30 – 10:45	BREAK	BREAK	BREAK	BREAK
10:45 – 12:15	Lessons 3 & 4 FINISH (20 lessons)	Lessons 3 & 4 FINISH (20 lessons)	Lessons 3 & 4	Lessons 3 & 4
12:15 – 13:45	LUNCH	LUNCH	LUNCH	LUNCH
13:45 – 15:15	Lessons 5 & 6 FINISH (30 lessons)	Lessons 5 & 6 FINISH (30 lessons)	Lessons 5 & 6	Lessons 5 & 6
15:15 – 15:30	BREAK	BREAK	BREAK	BREAK
15:30 – 17:00	Lessons 7 & 8 FINISH (40 lessons)	Lessons 7 & 8 FINISH (40 lessons)	Lessons 7 & 8	Lessons 7 & 8
17:00 – 17:15		BREAK	FINISH	BREAK
17:15 – 18:45		Lessons 9 & 10 FINISH (50 lessons)		Lessons 9 & 10
<i>Sat – Sun</i> 10:00 – 16:00 (includes lunch)			Lessons 1-8	Lessons 1-8

*London Central only

**London Central, Brighton & Cambridge only

Timetables – General Courses (London Hampstead & London Central)

	Intensive 30/ IELTS/ TOEFL /TOEIC/ English for Business/ Cambridge Exam Preparation/ Club 50/ Juniors' Programme/Mini Group/EAP	Standard 20/ Cambridge Exam Preparation	Afternoon 10	Standard 18 (London Hampstead)
9:00 – 10:45	Lessons 1 & 2 (includes a 5-minute break)	Lessons 1 & 2 (includes a 5-minute break)		
10:45 – 11:15	BREAK	BREAK		
11:15 – 13:00	Lessons 3 & 4 (includes a 5-minute break)	Lessons 3 & 4 (includes a 5-minute break)		
13:00 – 14:00	LUNCH	FINISH		
14:00 – 15:45	Lessons 5 & 6 (includes a 10-minute break)		Lessons 1 & 2	Lessons 1 & 2
15:45 – 16:00			FINISH	BREAK
16:00 – 17:45				Lessons 3 & 4 (Monday-Thursday only) Friday (2:00-3:45)

Timetables – General Courses (Cambridge & Brighton)

	Intensive 30/ IELTS/ TOEFL /TOEIC/ English for Business/ Cambridge Exam Preparation/ Club 50/ Juniors' Programme/Mini Group/EAP	Standard 20/ Cambridge Exam Preparation	Afternoon 10	Standard 18 (Brighton)
9:00 – 10:45	Lessons 1 & 2 (includes a 5-minute break)	Lessons 1 & 2 (includes a 5-minute break)		
10:45 – 11:05	BREAK	BREAK		
11:05 – 12:50	Lessons 3 & 4 (includes a 5-minute break)	Lessons 3 & 4 (includes a 5-minute break)		
12:50 – 13:45	LUNCH	FINISH		
13:45 – 15:30	Lessons 5 & 6 (includes a 10-minute break)		Lessons 1 & 2	Lesson 1 & 2
15:45 – 16:00			FINISH	
16:00 – 17:45				Lesson 3 & 4 (Monday-Thursday only) Friday (1:45-3:30)

Accommodation Extensions, Arrival and Departure Dates:

Accommodation is provided on a **7-night basis**: 1 day prior to course commencement, until departure on the **Sunday** following the end of the course. When possible, students who arrive early, or leave late, **will be charged for the extra nights**, and each school will inform you of the cost of the extra nights at the time of booking. However, please note that an extra night's stay is based on availability and cannot be guaranteed until the time of booking. Please note arrival dates listed below:

LSI SCHOOL	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	HOW IS THE EXTRA NIGHT PRICE CALCULATED?
London Hampstead	Sun to Sun or Sun to Sat	- 2 extra nights may be booked. - For 4 or more nights a full week's fee is charged. - Please check with the school for availability before confirming with your students.	Divide the weekly price by 7 Please note that during the peak summer period, we cannot guarantee that extra nights in homestay will be available
London Central	Sun to Sun or Sat to Sat		
Brighton	Sun to Sun or Sat to Sat		
Cambridge	Sun to Sun or Sun to Sat		

Residence /Flat Share /Self-Catering/Campus Accommodation

The LSI schools in the UK work with a number of student residences, residence hotels, flat shares, and campus accommodations, which offer options with or without meals, depending on the location. The prices per person per week range from around £140-£350, depending on location, type of room, and type of meal plan booked.

Please contact the relevant LSI UK school for a list of accommodation options (residence/hotel/campus), facilities, and prices. If a student prefers a particular option, please note this on the booking form, and this option will be booked if it is available. If it is not available, a similar option will be suggested.

- Student accommodation (residences/hotels, etc) is only available for students who are aged **18 years or older** (some exceptions)
- Residences may be subject to different cancellation policies, please contact the relevant LSI UK school for more information
- Please note that usually 4 weeks' notice is required for any changes or cancellations to London residence bookings, and many residences have non-cancellation / non-refundable terms.
- LSI Cambridge – Centre point arrivals are between the hours of 10am – 4pm

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.

* General Information about Flat-Shares in London *

London Solutions Flat-share:

We can also organise flat-share accommodation in Zones 1 & 2 (through an independent agency called London Solutions) and within walking distance of an underground station in the southwest of zone 2. Each apartment accommodates on average 4 - 6 people. Students are entirely independent and have keys to the flat and sometimes to their own bedroom.

******Please note that this accommodation is not suitable for executive/professional type clients.******

Flats

Flats are comfortable but simply furnished, with essential facilities. They are suitable for students happy to share kitchen, bathroom and sitting room (if any). Students are generally between 18 and 25 years of age. Bed-linen (on arrival only) and kitchen utensils are provided but not towels. Central heating is turned on twice a day; hot water and laundry facilities are always available.

Payments & Cancellations

The total amount for accommodation will be invoiced by LSI.

LONDON SOLUTIONS FLAT SHARE CONDITIONS FOR STUDENTS

This flat-share is organized through an independent agency called London Solutions. Students will be made aware of the Terms & Conditions when they arrive to their flat and will be asked to sign a contract.

Deposit

On arrival, your student must pay **£100** to London Solutions as a deposit. Payment has to be made in cash. This deposit will be returned to the student on departure if no damage has been caused. Students will also be asked to sign a contract agreeing to the agency's conditions for using their flat.

In case students decide to leave the flat before the date originally booked, they must give LSI 2 weeks notice.

Collecting your key

If your student is arriving Monday / Friday or Saturday, they must go to London Solutions, 24 Stanhope Mews West, London SW7 5RB (tube: Gloucester Rd Station) Telephone: 020 7835 2053 to collect the key for their flat. **The opening hours are 12.00 – 17.30.**

Taxi transfer

If you have booked an airport taxi transfer to your flat, the taxi will take you directly to London Solutions (see above). The taxi will then wait for you to collect the key and take you to your flat. Should they experience problems in reaching the number listed above, **please contact the LSI emergency number 07835094033 (LSI Central London) or 07716010670 (LSI London Hampstead)** and an LSI representative will help you, or alternatively call the London Solutions emergency phone: 07956442502.

*****IMPORTANT*****

If your student(s) arrives between 12:00pm and 17:30 Monday to Friday they may go directly to the London Solutions office. If they arrive between 12:00pm and 15:00 on Saturday they may go directly to the London Solutions office.

KEYS MUST BE COLLECTED AFTER 13:00, NOT BEFORE!

Arrival Procedures after 17.30 (15:00 on Saturday) and on Sundays and Public Holidays:

1. If your student arrives during after hours, they should make their way to the London Solutions office and once they see the office they need to call the following mobile number 0788 407 5853.
2. A London Solutions representative will meet your student outside the office within 20 minutes of them calling. He/she will request that your student signs a rental agreement, and pays £100 cash deposit (which is refundable upon departure).
3. The student(s) will then be given keys, address and a map showing them how to reach their accommodation.
4. The student(s) will then need to make their own way to their flat. If your student has booked an airport transfer through LSI, this taxi driver will wait for the student to collect the keys, and then will take them to their flat.
5. Please note this service is only available between 14.00 pm and 20.00pm. This service is an extra and it costs £20.00, which is payable to the representative upon arrival.

NOTE - London Solutions flat share accommodations are located in zone 2, and are generally located in West London. The exact address of your students flat is given to us by London Solutions on the **Thursday** prior to your students' arrival. **We are unable to send this information to you any earlier and request that you inform your client of this at the time of booking to avoid disappointment.**

DEPARTURE NOTE: Please note that keys must be returned on the **Saturday** (even if they are leaving on the Sunday) **before 15:00** – if students are leaving after this time (either later on Saturday or on Sunday) they need to arrange with their other flatmates, or the building concierge, to let them into their flat until they depart.

LSI FLAT-SHARE CANCELLATION DEPOSIT

To book LSI flat-share, we may require a **GBP200** credit card cancellation deposit before we are able to confirm your booking. We will only process this transaction if you cancel your flat-share accommodation 5 working days or less before the stated date of arrival. Please read the [LSI flat-share terms and conditions](#) carefully before you complete this form.

LSI Flat-Share Credit Card Debit Authorisation

I, _____ (full name of student) authorise Language Studies International to debit my credit / debit card the amount of GBP200.00 if I decide to cancel my flat-share accommodation 5 working days or less before the stated date of my arrival.

Credit card type (please circle one): VISA / MASTERCARD / AMEX / DELTA / SWITCH

Name on card	
Credit card number	
Expiry date	
Signature of card holder	
Date	

Social Programme - Examples of activities offered can be found below (prices subject to change).

LSI LONDON HAMPSTEAD	Cost
West End Musical every 2 weeks – Phantom of the Opera, We Will Rock You, Lion King, etc	Approx £25
Student discos/salsa nights	£5-£10
Barbeque/Sports in the Garden (Every 2 weeks through summer season)	Free to join
Table Tennis championships at school! (winter season only)	Free
Various tourist attractions in London e.g. London Eye, Tower of London, Madame Tussauds	£16-£18
Music Concert with picnic in Hampstead Heath Park (summer only) just 10 minutes from the school!	Free
Museum/Gallery Visit: British Museum, Tate Modern	Free
The Proms: the world's biggest festival of serious music. See the world's greatest artists for a very low price (July – August – September only)	£5
Ice Skating outdoors at the beautiful Somerset House (winter only)	£7
Karaoke Night every Thursday	Free
International Food Nights	Free to join
Afternoon Tea at Kenwood House – a beautiful stately home in Hampstead Heath Park	£6-£10
Football Match – visit one of London's stadiums and watch world famous teams play!	£20-£60
Weekend Excursion to Popular towns outside London, e.g. Stratford upon Avon, Cambridge as well as trips to Paris, Amsterdam, etc.	£45-£65 (UK trips)
LSI LONDON CENTRAL	Cost
Welcome Drink – Meet with new students or International Student party	Free to join
Soccer: Join a teacher and classmates for a game in Regent's Park	Free
Musical – Phantom of the Opera, We Will Rock You, Les Miserables	£20-25
Museum Visit with your classmates – British Museum, Tate Modern, Natural History Museum	Free
London Walk- Mystery Tour of London seen from a Londoner's perspective	Free
Karaoke Night	Free
Boating in Hyde Park	£2
The Proms: the world's biggest festival of serious music. See the world's greatest artists for a very low price (July – August – September only)	£5
Ice Skating outdoors at the beautiful Somerset House (winter only)	£7
Afternoon Tea in a traditional English tearoom	£6-£10
Our World Famous Pub Tour! Join classmates, teachers and staff for a tour of London nightlife, exploring parts of London that Londoners live in.	Free to join
Weekend Excursion to Stonehenge & Bath, Oxford or Windsor Castle.	£28-37

LSI BRIGHTON	Cost
10-Pin Bowling	£5.00
Royal Pavilion	£8.00
School video nights	Free
Rottingdean Cream Tea	£5.00
Weekend Excursion to London Sightseeing, Shopping and Thames Cruise	£21
Beach Volleyball	£4.00
Sealife Centre	£8.40
Lewes Castle	£5.20
Boat trip round marina harbour and Brighton's piers	£12.50
Rottingdean Mini Golf	£6.00
Pub nights	Free
LSI CAMBRIDGE	Cost
Quiz night at the school	Free
Evensong Choir Kings College Chapel	Free
Musical in London Theatre	£40
Weekend Day Excursion to London	£18
Weekend Day Excursion to Bath	£30
Weekend Day Excursion to Brighton	£25
Bowling	£6
Cinema	£5
Punting on River Cam	£5

Health Insurance

All students should arrange health insurance before starting their language course. Insurance is included in the fees for Junior courses but not for adult courses. Students can organize their own health insurance directly at: <http://www.guard.me>. Please contact the relevant LSI school for more information.

Courier Mail

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Central London London Hampstead Cambridge Brighton	£60
---	-----

Transfer Prices

Please find all airport transfer prices in our current brochure. The transfer price for students arriving from Kings Cross St. Pancras Rail Station (London) to homestays, residences, flats and hotels in London is £65.

Links to Visa Information

Due to frequent changes to the Visa & Immigration regulations we advise you to check the current regulations with your local embassy.

UK Visas

You can find up to date information by going to <http://www.ukba.homeoffice.gov.uk/studyingintheuk/>
If your student is coming to the UK and intends to travel in Europe they may need a Schengen visa.

The following website is helpful for providing information about visas and part time work possibilities:
<http://www.ukcisa.org.uk>

LSI USA

San Diego

Language Studies International 1706 Fifth Avenue San Diego CA 92101		Tel: +1 619 234 2881 Fax: +1 619 234 2883 E-mail: san@LSI.edu Emergency No: + 1 619 654 6835	
Assistant/Academic Director Blake Winter bwinter@LSI.edu		Head of USA Admissions Nicole Brokaw nbrokaw@lsi.edu	
Student Services/ Accommodation Coordinator Kaitlin Smithson ksmithson@lsi.edu		Student Services/Admissions Coordinator Denise Marcial dmarcial@lsi.edu	
Language Studies International USA Administrative Office		Tel: +1 619 234 2884 Fax: +1 619 234 4241 E-mail: usa@LSI.edu ; accounts-usa@LSI.edu	
Director/ General Manager (LSI USA) Steven Nicholson snicholson@LSI.edu	Accounts Controller (LSI North America) Lee Ramsay lr@LSI.edu	Accountants Director David Smith dsmith@LSI.edu	
Accounts Payable Kristel Rayala krayala@lsi.edu	Credit Control Abigail Rodriguez arodriguez@lsi.edu	University Preparation Coordinator (LSI North America) Lauren Macdonald lmacdonald@LSI.edu / university@lsi.edu	
Bank details Wells Fargo Bank, N.A. San Francisco, CA Account name: Language Studies International Forms of payment: Cash, money orders, traveller's cheques, cheques, wire transfers & credit cards. Credit cards accepted: Visa, MasterCard & American Express.		Payment in US\$ Account No: 9637112898 SWIFT No: WFBIUS6S ABA Routing No: 121000248 (Domestic only)	

San Francisco / Berkeley

Language Studies International 2015 Center Street Berkeley CA 94704		Tel: +1 510 841 4695 Fax: +1 510 841 3015 E-mail: ber@LSI.edu Emergency No: +1 510 502 2650	
School Director Stefen Hainbuch shainbuch@LSI.edu		Assistant Director Mackenzie Wood mwood@LSI.edu	
Registrar/Student Services Coordinator Danielle Beasley dbeasley@LSI.edu			
Accounts & Bank details same as San Diego			

Boston

Language Studies International 105 Beach Street Boston MA 02111		Tel: +1 617 542 3600 Fax: +1 617 542 1790 E-mail: bos@LSI.edu Emergency No: +1 617 833 3206	
Assistant/Academic Director Tim Redmond tredmond@LSI.edu		School Director Katherine Romeo kromeo@lsi.edu	
Student Services/Accommodation Coordinator Sasha Johnson sjohnson@lsi.edu		Registrar Amanda Hart ahart@lsi.edu	
Accounts & Bank details same as San Diego			

New York

Language Studies International Metropolitan College of New York 431 Canal Street, 12 th Floor New York, NY 10013-1919	Tel: +1 212 965 9940 Fax: +1 212 965 1268 E-mail: nyc@LSI.edu Emergency No: +1 917 854 9474
School Director Kerry Linder klinder@lsi.edu	Assistant/Academic Director Victoria Reis vreis@lsi.edu
Registrar Andrew Jump ajump@lsi.edu	Student Services / Accommodation Coordinator Jil Guyon jguyon@LSI.edu
Accounts & Bank details same as San Diego	

NB: Please email the main school email address in order to ensure your email reaches the right person/people in a timely manner

Courses at LSI USA

- Intensive 30 General English 30 lessons x 50 minutes = 28 clock hours
- Standard 20 General English 20 lessons x 50 minutes = 20 clock hours
- Cambridge Preparation 30 lessons x 50 minutes = 28 clock hours
- Mini Group 20 or 30 lessons x 50 minutes = 20 or 28 clk hrs
- Club 50+ Package Programme 20 lessons x 50 minutes = 20 clock hours + afternoon activities
- English for Teaching (Closed Group Int 30) 30 lessons x 50 minutes = 28 clock hours
- English for Teaching (Stand 20 + Individual) 20 lessons x 50minutes + 5 or 10 one to one lessons x 50 minutes = 25 or 30 clock hours
- English for Academic Purposes Programme (Int 30) 30 lesson x 50 minutes = 28 clock hours
- Juniors' Programme 15 or 20 lessons x 50 minutes = 15 or 20 clock hrs
- 1:1/Plus Courses/*9 Day Compact Course 50 minutes per lesson (*Berkeley, Boston, San Diego only)
- Minimum age is 16 at LSI USA schools.
- Minimum age for Juniors' Programme is 11(8-10)* (Summer) or 14 (8-13)* (Winter) at LSI San Diego,14 at LSI Berkeley and, 13 at LSI Boston, and 12 at LSI New York [*Family programme students only]
- Start dates are every Monday for Elementary to Advanced levels for all courses except Cambridge Exam Preparation.
- Beginners are asked to start on the first Monday of the month.
- ISY (International School Year) Packages start on the first Monday of the month.
- TOEFL iBT and English for Business courses are included as afternoon options to the Intensive 30 program (see below).
- Maximum of 15 students per class (16 for Juniors). Maximum 5 students per class for Mini Group courses.

Timetable

	Intensive 30/Cambridge Exam Preparation/ Mini Group 30	Standard 20*/Mini Group 20
9:10 – 10:50	Lessons 1 & 2	Lessons 1 & 2
10:50 – 11:10	BREAK	BREAK
11:10 – 12:50	Lessons 3 & 4	Lessons 3 & 4 FINISH
12:50 – 13:50	LUNCH	
13:50 – 14:55	Lesson 5 (Monday-Thursday)	
15:05 – 16:05	Lesson 6 (Monday-Thursday) FINISH	

Individual Tuition: Lesson times are negotiated individually with students; LSI New York offers 20/30/40 lesson options only.
9 Day Compact Courses: San Diego, Berkeley & Boston only

LSI USA General English Afternoon Choices

Level	Fluency Intensive 30	English for Business Intensive 30 only	Exam Preparation Intensive 30 only
Beginner (Level 1-A) NY, SD only	✓		
Elementary (Level 1-B)	✓		
Pre-Intermediate (Level 2)	✓		
Intermediate (Level 3)	✓	✓ EB	✓ TOEFL iBT
Upper-Intermediate (Level 4)	✓	✓ EB	✓ TOEFL iBT
Advanced (Level 5/6)	✓	✓ EB	✓ TOEFL iBT

Accommodation Extensions & Arrival and Departure Dates

LSI SCHOOL	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	HOW IS THE EXTRA NIGHT PRICE CALCULATED?
San Diego	Sat-Sat or Sun-Sun Extra night rates apply when arriving or leaving on a day other than Sat or Sun.	Any number of extra nights may be booked and are subject to availability. If 4 or more extra nights are needed, then the weekly rate will apply.	Extra Night Rate (not pro-rated) HB: \$55.00 BB: \$45.00
San Francisco - Berkeley	Sat-Sat or Sun-Sun Extra night rates apply when arriving or leaving on a day other than Sat or Sun.	Any number of extra nights may be booked and are subject to availability. If 4 or more extra nights are needed, then the weekly rate will apply.	Extra Night Rate (not pro-rated) HB is \$55.00 BB is \$45.00
Boston	Sat-Sat or Sun-Sun Extra night rates apply when arriving or leaving on a day other than Sat or Sun.	Any number of extra nights may be booked and are subject to availability. If 4 or more extra nights are needed, then the weekly rate will apply.	Extra Night Rate (not pro-rated) HB: \$55.00 BB: \$45.00
New York	Sat-Sat or Sun-Sun Extra night rates apply when arriving or leaving on a day other than Sat or Sun.	Any number of extra nights may be booked and are subject to availability. If 4 or more extra nights are needed, then the weekly rate will apply.	Extra Night Rate (not prorated) HB: (Zones 1,2,3): \$85.00, \$75.00, \$65.00 BB (Man): \$100.00 BB (Zones 1,2,3): \$70.00, \$60.00, \$55.00

NB Bookings for Homestay should be made for the entirety of the student's stay to ensure availability. All accommodation options are subject to a non-refundable USD\$85 accommodation placement fee

Residence / Hotel / Flat Share / Campus Accommodation

The LSI schools in the USA work with a number of student residences, residence hotels, flat shares, and campus accommodations, which offer options with or without meals, depending on the location. The prices per person per week range from US\$225-\$1050+, depending on location, type of room, and type of meal plan booked.

Please contact LSI Berkeley, LSI Boston, LSI New York, or LSI San Diego for a list of accommodation options (residence/hotel/campus), facilities, and prices. If a student prefers a particular option, please note this on the booking form, and this option will be booked if it is available. If it is not available, a similar option will be suggested.

- Student accommodations (residences/hotels, etc) are only available for students who are aged 18 years or older (except in Berkeley/San Francisco).

- Residences may be subject to different cancellation policies. Please contact the proper LSI USA school for more information.
- Twin/double rooms must be booked by two people arriving and departing at the same time.
- All student accommodations supply sheets and towels
- No smoking is allowed at any accommodation, although there are outdoor areas where smoking is allowed.
- All accommodation options are subject to a non-refundable USD\$85 accommodation placement fee

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.

Health Insurance

All students should arrange health insurance before starting the language course. If you would like us to arrange health insurance, please let us know at the time of booking and please note that payment for Health Insurance is due prior to LSI being able to submit your client’s application for this.

Berkeley, San Diego, Boston and New York	\$25.00 per week
---	------------------

Social Programme

Examples of activities offered can be found below (prices are approximate and subject to change).

School	Activity	Cost
San Diego	Play sports in Balboa Park (Soccer, Baseball)	Free
	All-School Dinner in a restaurant (Italian, French, Thai, Japanese, Mexican, etc.)	\$15-\$30
	Surfing	\$40 - \$50
	Weekend Activities: a) Whale Watching Cruise (Dec – Mar) b) Los Angeles OR Las Vegas Tour c) Sea World d) Beach Party (beach volleyball, picnic or BBQ)	a) \$25 b) \$220 – \$325 c) \$55 d) \$7
Berkeley	SF Museum of Modern Art	\$5
	Sporting Events (Baseball, Basketball)	\$5-\$15
	Weekend Activity- Hiking in Tilden Park	Free
Boston	See a Musical at one of the many theatres in Boston or watch a Boston Red Sox Baseball Game	\$25-\$35
	Play Sports in Boston Common (Baseball, Basketball, Tennis or Soccer)	Free
	Weekend trip to Cape Cod Beaches	\$45-\$60
	Whale Watching Cruise (July-September)	\$40
	Museum of Fine Arts	Free
	Trip to the Prudential Observatory	\$11
New York	Statue of Liberty: National Monument & Souvenir Pictures	\$15
	Broadway Musical	\$75 - \$150
	Walking Tours: Central Park, Brooklyn Bridge, SoHo/Greenwich Village	Free
	Weekend excursion to Boston: 2-Day adventure	\$275/person

Courier Mail

If you wish us to send confirmation or a visa letter by courier, there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Berkeley, San Diego, Boston and New York	Worldwide USD\$65.00 Worldwide USD\$35.00 per student when packages for 2 students are sent together
--	---

Links to Visa Information

Due to frequent changes to the Visa & Immigration, regulations we advise you to check the current regulations with your local embassy. Go to <http://usembassy.state.gov> to locate the nearest US Consulate.

USA Visas

Once the required proof of financial responsibility is received, LSI will have an I-20 form issued for a student visa to students applying for any full-time course of study (20 or more lessons per week) as required by the Department of Homeland Security (DHS). More information can be obtained from: <http://www.uscis.gov>. Please click Immigration Services and Benefits Programs and then go to Temporary Visitors.

LSI CANADA

Vancouver

Language Studies International #101-808 Nelson Street Vancouver, BC V6Z 2H2		Tel: +1 604 683 7654 Fax: +1 604 683 7554 E-mail: van@LSI.edu Emergency No: +1 604 603 1351	
Director Christopher Beck cbeck@lsi.edu		Director of Studies Kevin Keeler kkeeler@lsi.edu	
Registrar Livia Piccinini lpiccinini@lsi.edu	Accommodation/Student Services Coordinator Holly McDonald hmcDonald@lsi.edu	Accounts Controller Lee Ramsay lr@lsi.edu	
Bank Details Royal Bank of Canada, Main Branch 1025 West Georgia St. Vancouver BC, V6E 3N9 Account name: Language Studies International Please quote REFERENCE or INVOICE Number when making payment. Forms of Payment: Cash, money orders, travellers' cheques, cheques, wire transfers & credit cards Credit cards accepted: Visa, MasterCard & American Express		Payment in CD\$ Bank Code: 003 Transit No.: 00010 Account No.: 126-733-5 Payment in US\$ Bank Code: 003 Transit No.: 00010 Account No.: 400-344-8 SWIFT code: ROYCCAT2 (same for both accounts) Note: Canada does not use the IBAN identification system. The SWIFT code is the Canadian equivalent of IBAN and this is what will get the payment to us. Please inform your bank of this and if they have a further problem have them contact us.	

Toronto

Language Studies International 1055 Yonge Street, Suite 210 Toronto, ON M4W 2L2		Tel: +1 416 928 6888 Fax: +1 416 928 3388 E-mail: tor@LSI.edu Emergency No: +1 416 720 3870	
Director Linda Walsh lwcasas@lsi.edu		Assistant Director David Dales ddaales@lsi.edu	
Registrar Shannon Bryan shannonbryan@lsi.edu	Accommodation/Student Services Coordinator Holly Main hmain@lsi.edu	Accounts Jason Hall jhall@lsi.edu	
Accounts & Bank details same as Vancouver			

Courses at LSI Canada

- Intensive 30 General English 30 lessons x 50 minutes
- Standard 20 General English 20 lessons x 50 minutes
- Cambridge Exam Preparation 30 lessons x 50 minutes
- Mini Group for Business 30 lessons x 50 minutes
- 1:1/Plus Courses/9 Day Compact Course 50 minutes per lesson
- Club 50+ (Package Programme) 20 lessons x 50 minutes + afternoon activities
- English for Teaching (Closed Group) 30 lessons x 50 minutes
- English for Teaching (Individual) 20 lessons x 50minutes + 5 or 10 one to one lessons x 50 minutes

- Juniors' Programme 20 lessons x 50 minutes
- English for Academic Purposes Programme (Int 30) 30 lessons x 50 minutes
- Minimum age 16 at all LSI Canada schools.
- Minimum age 13 for Juniors' Programmes.
- Start dates are every Monday for Elementary to Advanced levels for all courses except Cambridge Exam Preparation.
- Beginners are asked to start on the first Monday of the month.
- ISY (International School Year) Packages start on the first Monday of the month.
- TOEIC, TOEFL iBT, IELTS*, English for Business courses, and English for Teaching courses are included as afternoon options on the Intensive 30 Programme (see below). *Toronto only
- Maximum of 15 students per class. Maximum of 5 students per class for Mini Group courses. Maximum of 16 per class for junior classes.

Timetable

	Intensive 30/Cambridge Exam Preparation/Mini Group	Standard 20
9:00 – 10:40	Lessons 1 & 2	Lessons 1 & 2
10:40 – 11:00	BREAK	BREAK
11:00 – 12:40	Lessons 3 & 4 FINISH (Friday)	Lessons 3 & 4 FINISH
12:40 – 13:40	LUNCH	
13:40 – 14:45	Lesson 5 (Monday-Thursday)	
14:45 – 15:00	BREAK	
15:00 – 16:00	Lesson 6 (Monday-Thursday) FINISH	

	Individual Tuition 20/30/40/50 lessons
9:00 – 10:40	Lessons 1 & 2
10:40 – 11:00	BREAK
11:00 – 12:40	Lessons 3 & 4 FINISH (20 lessons)
12:40 – 13:40	LUNCH
13:40 – 15:20	Lessons 5 & 6 FINISH (30 lessons)
15:20 – 15:35	BREAK
15:35 – 17:05	Lessons 7 & 8 FINISH (40 lessons)
17:05 – 17:20	BREAK
17:20 – 18:40	Lessons 9 & 10 FINISH (50 lessons)

Accommodation Extensions & Arrival and Departure Dates

LSI SCHOOL	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	HOW IS THE EXTRA NIGHT PRICE CALCULATED?
Vancouver & Toronto	Sat-Sat or Sun-Sun	Any number of extra nights may be booked. If more than 4 extra nights are needed the weekly rate will apply.	\$35-55 per night up to 4 nights (depends on type of homestay booked)

Residence / Hotel / Campus Accommodation

The LSI schools in Canada work with a number of student residences, residence hotels and campus accommodations, which offer options with or without meals, depending on the location. The prices per person per week range from CD\$250-\$540, depending on location, type of room, and type of meal plan booked.

Please contact LSI Toronto or LSI Vancouver for a list of accommodation options (residence/hotel/campus), facilities, and prices. If a student prefers a particular option, please note this on the booking form, and this option will be booked if it is available. If it is not available, a similar option will be suggested.

- Residence, hostel and hotel accommodations are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies. Please contact the proper LSI Canada school for more information
- All accommodation options are subject to a CD\$175 accommodation placement fee
*****Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.**

Health Insurance

All students must arrange health insurance before starting the language course. If you would like us to arrange health insurance, please let us know at the time of booking.

***Vancouver & Toronto	CD\$15 per week ***Students in Vancouver staying 6 months or longer can apply for BC Medical which is approximately CD\$60.00 per month. This is not available in Toronto.
------------------------	---

Social Programme

Examples of activities offered can be found below (prices subject to change)

Vancouver

Activity	Cost
Hiking & Lynn Valley Suspension Bridge	Free
City walking tour	Free
Granville Island Public Market	Free
Beach BBQ	\$5
Bike ride around Stanley Park	\$7.50/hour
Comedy show at the Comedy Mix	\$7 - \$18
Movie night	\$8 - \$15
Van Dusen Botanical Gardens	\$11
Vancouver Art Gallery (by donation every Tuesday after 5pm)	\$5 - \$10
Restaurant/pub Night	Varies
Ice skating (including rental)	\$5
UBC Anthropology Museum	\$10 (Tuesday after 5pm)
Vancouver Aquarium	\$26
Capilano Suspension Bridge	\$30
Kayaking in Deep Cove	\$30
Ice hockey game	\$50+
Day trip to Whistler: Sightseeing / skiing	\$ 50 / \$45+ equipment rental
Seattle: Sightseeing / shopping	~\$55 / \$50
Day trip to Victoria/Overnight excursion	~\$89/ ~\$180
River Rafting	\$135
Rocky Mountains (4 day trip)	\$295+

Toronto

Activity	Cost
City walking tour	Free
St. Lawrence Market	Free
Toronto Blue Jays baseball game	\$30-43
Toronto Raptors basketball game	\$30-43

Casa Loma	\$23-29
Tuesday movie night	\$6.50
Toronto Zoo	\$23
Ontario Science Centre	\$15
Art Gallery of Ontario (1/2 price on Wed. evenings)	\$20
Restaurant	Varies
Ice skating at City Hall (including rental)	\$10
Royal Ontario Museum (1/2 price on Fri. evenings)	\$21-24
Black Creek Pioneer Village	\$15
Fort York	\$8
Walking trails of High Park	Free
Toronto Marlies ice hockey game at Rogers Arena	\$20-35
Blue Mountain: Sightseeing / Skiing (day trip)	Varies
Hockey Hall of Fame	\$15
Toronto Islands	\$15
French Canada (3 ½-day trip)	\$219-250
New York, Chicago, or Washington, D.C. (3 ½ -day trip)	\$289-350
CN Tower	CD\$23-29
After school movie and popcorn (at the school)	Free
Canada's Wonderland	CD\$49
Algonquin Park (day trip)	CD\$90
Evening Harbour Boat Cruise on Lake Ontario	CD\$20
Niagara Falls and surrounding area (day trip)	CD\$44-49

Courier Mail

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Vancouver & Toronto	CD\$ 100
---------------------	----------

Links to Visa Information

Due to frequent changes to the Visa & Immigration regulations, we advise you to check the current regulations with your local embassy. Please visit <http://www.cic.gc.ca/> for the latest visa information.

****If a student plans on visiting the USA while in Canada it will be easier to apply for a USA visa from their home country.

LSI AUSTRALIA

Brisbane

Language Studies International 93 Edward Street Brisbane QLD 4001	Tel: +61 7 3221 6977 Fax: +61 7 3221 6861 E-mail: bne@LSI.edu Emergency No: + 61 7 3221 6977
Academic Director Christine Bell CBell@LSI.edu	Administration / Registrations bne@LSI.edu
Director + Financial Director / Accounts Cindy Kemp ckemp@LSI.edu	Student Services Coordinator / Homestay Coordinator Tiffany Manson homestay@lsi.edu
Bank Details ANZ Bank ANZ Centre 324 Queen Street Brisbane QLD 4000 Forms of payment: Cash, bank transfers & credit cards. Credit cards accepted: Visa, MasterCard & American Express.	<u>Payment in AU\$</u> Account name: Language Studies International Branch No (BSB): 014 002 Account Number: 9006 77551 Swift Code: ANZ BAU 3M <i>FOR STUDENT VISA INVOICES:</i> Account name: Language Studies International Branch No (BSB): 014 002 Account Number: 3537 74546 Swift Code: ANZ BAU 3M

Courses at LSI Brisbane

- *Intensive 30 General English 30 lessons x 50 minutes = 25 hours
 - *Intensive 24 General English 24 lessons x 50 minutes = 20 hours
 - Standard 20 General English 20 lessons x 50 minutes = 16.5 hours
 - *Cambridge Exam Preparation 30 lessons x 50 minutes = 25 hours *or*
24 lessons x 50 minutes = 20 hours
 - English for Academic Purposes Programme (Int 30) 30 lessons x 50 minutes
 - *IELTS Intensive Preparation 30 lessons x 50 minutes = 25 hours
 - Club 50+ (package program) 20 lessons x 50 minutes = 16.5 hours + 3 activities per week
 - 1:1/Plus Courses 45 minutes per lesson
- *These courses are suitable for student visa holders
- Minimum age 16 at LSI Australia.
 - Start dates are every Monday for Elementary to Advanced levels for all courses except Cambridge Exam Preparation, IELTS Intensive Preparation, English for Teaching, Club 50+.
 - Beginners are asked to start on the first Monday of the month.
 - ISY (International School Year) Packages start on the first Monday of the month.
 - Maximum of 15 students per class.

Timetable

	Intensive 30/Cambridge Exam Preparation/ IELTS Intensive Preparation/ English for Teaching	Intensive 24/Cambridge Exam Preparation/IELTS Intensive Preparation	Standard 20/ Club 50+
9.00 – 10.40	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2
10:40 – 11:10	BREAK	BREAK	BREAK
11.10 – 12:50	Lessons 3& 4	Lessons 3& 4 FINISH (2 days/week)	Lessons 3& 4 -FINISH
12:50 – 13:40	LUNCH	LUNCH	
13:40 – 15:20	Lessons 5& 6	Lesson 5 &6 (2 days a week)	

Individual Tuition: Lesson times are negotiated individually with students

LSI Brisbane General English Elective Choices

Level	Fluency ISY 30 or 24	Business English ISY 30 only	Exam Preparation ISY 30 only
Beginner (Level 1)	✓		
Elementary (Level 2)	✓		
Pre-Intermediate (Level 3)	✓		✓ TOEIC
Intermediate (Level 4)	✓	✓ Business English	✓ TOEIC or ✓ IELTS/iBT TOEFL
Upper-Intermediate (Level 5)	✓	✓ Business English	✓ TOEIC or ✓ IELTS/iBT TOEFL
Advanced (Level 6)	✓	✓ Business English	✓ TOEIC or ✓ IELTS/iBT TOEFL

Accommodation Extensions & Arrival and Departure Dates

LSI SCHOOL	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	Notice Period
Brisbane	Sat-Sat or Sun-Sun	We prefer a maximum of 1 or 2 extra nights either side (of arrival and departure), but it depends on the flights available for students.	Please give at least 2 weeks' notice of any changes to homestay bookings and a minimum of 1 week's notice for extensions or early departures.

Airport Transfers

LSI Brisbane provides a friendly airport welcoming service for students on request. The prices are as follows:

- Brisbane Arrival Airport Transfer = AU\$110
- Brisbane Departure Airport Transfer = AU\$110
- Gold Coast Arrival Airport Transfer = AU\$295
- Gold Coast Departure Airport Transfer = AU\$295

Homestay Accommodation

LSI Brisbane provides a range of homestay accommodation options with carefully selected hosts in our vibrant community. All hosts live within 30 minutes of the school by one form of public transport and provide students with opportunities to experience Australian culture, improve their English and develop friendships in a welcoming and safe environment.

Please note:

- Homestay accommodation is subject to an AU\$235 accommodation placement fee
- Students' medical issues, allergies and special needs must be indicated on the enrolment form at the time of booking
- Students' special requests are met whenever it is possible
- Hosts' kitchens are normally unavailable for student use, so there is no self-catering option
- Smoking is not allowed in homestay households
- Whole payment for bookings must be received before LSI Brisbane issues placement details
- Changes to bookings should be sent at least 2 weeks in advance
- Arrival information should be sent to LSI Brisbane at least 3 days in advance

Half Board Homestay

Half Board Homestay includes breakfast and the evening meal every day, plus lunch on Saturday and Sunday.

- Half Board Single Room = AU\$230/week, AU\$38/night
- Half Board Shared Room(must be booked by two guests) = AU\$210/week, AU\$35/night

Bed and Breakfast Homestay

Bed and Breakfast Homestay includes breakfast daily.

- Bed and Breakfast Single Room = AU\$175/week, AU\$32/night
- Bed and Breakfast Shared Room (must be booked by two guests) = AU\$175/week, AU\$32/night

U18 Full Board Supplement

Students who are under the age of eighteen are required to take full board and both airport pick up and drop off. They must also sign a good behaviour agreement and obtain parental authorisation for their participation in the homestay program.

- U18 Full Board Supplement = \$80 per week.

Special Dietary Supplement

Although there is no charge for vegetarian diets, a supplement is charged for other diets which require the preparation of special foods including vegan, halal, kosher, gluten, lactose or fructose free or diets where 3 or more foods are not eaten.

- Special Dietary Supplement = \$35 per week

Residence Accommodation

LSI Brisbane works with a number of student residences which offer either half board or self-catering. The prices per person per week, range from AU\$275-AU\$700. LSI Brisbane will usually book a mid-price residence with half board.

Please contact LSI Brisbane for a list of residences, prices and facilities. If a student prefers a particular residence, please note this on the booking form, and this residence will be booked.

- Residence accommodation is subject to an AU\$235 accommodation placement fee
- Student residences are only available to students who are aged 18 years or over.
- Residences may be subject to different cancellation policies, please contact LSI Brisbane for more information.
- Twin/double rooms must be booked by two people at the same time.
- All student residences supply sheets and towels.
- No smoking is allowed indoors at any residence, although there are outdoor seating areas where smoking is allowed.

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.

Half Board Student Residences

(Half board = breakfast & the evening meal Monday to Friday, breakfast only Saturday, Sunday and public holidays)

Self-Catering Student Residences

Guests have the use of a fully equipped kitchen.

Health Insurance

For students who travel on a **tourist** or **working holiday visa**, we recommend taking medical and travel insurance in your home country.

Brisbane	All students who travel on a student visa are required by the Australian Government to be covered by Overseas Student Health Cover. This cost is included in the invoice and is subject to change. In 2014 the costs are AUD\$41.50 per month for the length of the visa. The amount is subject to change.
----------	---

Social Program

LSI Brisbane offers a great FREE Social Program. There are three after-school activities per week, and job search assistance once a week. The social activities include visiting galleries, playing soccer or billiards and going to local pubs. Students are accompanied by a young Australian person who can chat to them and compare cultures. We also offer varied and interesting weekend trips and excursions. See below for some examples of what is available. Please note that prices are indicative only, and are subject to change.

Brisbane Weekend Trips	Day trips: e.g. Byron Bay or Gold Coast or Noosa and the Sunshine Coast or Stradbroke Island	AU\$85
	Overnight trips: e.g. Great Barrier Reef, Moreton Island, Fraser Island	From AU\$300

Course Materials Fees

Course materials fees are AU\$15 per week.

Holidays

Holidays breaks to be included at the time of enrolment as changes to courses won't be permitted once a course has started. Working holiday visa students are able to defer their course in order to work.

Links to Visa Information

Due to frequent changes to the Visa & Immigration regulations we advise you to check the current regulations with your local embassy. **Please visit www.immi.gov.au**

All people travelling to Australia must have a visa, and students can travel to Australia on a Tourist/Visitor Visa, an Electronic Travel Authority (ETA), a Student Visa or a Working Holiday Visa (this is for a limited number of countries. Check with the Australian Embassy to see if your country is included).

Tourist / Visitor Visa / ETA

Students can study for a maximum of 12 weeks, part-time or full-time, but they cannot work.

Student Visa

Students who want to study for more than 12 weeks must travel to Australia on a student visa. They are required to:

- Study full-time
- Pay the compulsory government Overseas Student Health Cover charge
- Maintain an attendance of at least 80%. If their attendance falls below 80% their visa may be cancelled
- Work for a maximum of 25 hours per fortnight outside class time.
- Students are always required to provide LSI with up to date address and telephone details.

Working Holiday Visa

With this type of visa, students may study for a maximum of 17 weeks, part-time or full-time. They can also work for a maximum of 6 months for any one employer. These visas are currently available to residents in certain countries only. Please check the Australian Department of Immigration website for information about Working Holiday Visas.

Information about Brisbane

Check the following web sites for information about Brisbane:

www.visitbrisbane.com.au

www.studybrisbane.com.au

LSI NEW ZEALAND

Auckland

Language Studies International Level 1, 10-12, Scotia Place Auckland City 1010		Tel: +64 (0) 9 303 3097 Fax: +64 (0) 9 303 3497 E-mail: auc@lsi.edu Emergency No: +64 (0) 21 644 033 Airport Transfer: +64 (0)21 272 1010	
Principal Andrea Pala ap@lsi.edu		Director of Studies Grant Duncan dosnz@lsi.edu	
Accounts Marie Sun acctnz@lsi.edu	Registrar / Administrator Tracy Chapman tchapman@lsi.edu & auc@lsi.edu	Accommodation Bev Hart bhart@lsi.edu	
Bank Details ANZ Bank 185 Broadway, Newmarket Auckland 1 Account name: Language Studies International (NZ) Ltd- Student Fees Trust Forms of payment: Cash, NZ\$ cheques, Western Union, bank transfers & Credit cards Credit cards accepted: MasterCard, Visa & American Express (NZ\$ only). <i>An additional 2.5% commission will be added to all Credit Card payments.</i>		<u>Payment in NZ\$</u> <u>Student Fees Trust Account, Language Studies International (NZ) Ltd</u> Account No: 060265-0101907-00 Swift Code: ANZB NZ22 <u>Payment in US\$</u> <u>Student Fees Trust Account, Language Studies International (NZ) Ltd</u> Account No: LANINT-USD20 Swift Code: ANZB NZ22 <u>Please arrange your transfers as follows:</u> International Telegraphic Transfer/SWIFT MT103 to ANZ National Bank Ltd, Wellington, New Zealand For the credit of Language Studies International NZ. Foreign Currency account number LANINT-USD20 ***Please use the currency converter website - www.anz.co.nz/ratefee/forexchange.asp and add an additional 0.015 on top of the displayed rate, on the day that you will be making the payment. Please make sure to keep a record of the exchange rate and send us a copy.	

Courses at LSI New Zealand

- Intensive 30 General English 30 lessons x 50 minutes = 25 hours
 - Intensive 24 General English 24 lessons x 50 minutes = 20 hours
 - Standard 20 General English 20 lessons x 50 minutes = 16.66 hours
 - Afternoon 10 General English 10 lessons x 50 minutes = 8.33 hours
 - Cambridge Preparation (FCE/CAE/CPE) 30 lessons x 50 minutes = 25 hours
 - English for Academic Purposes Programme (Int 30) 30 lessons x 50 minutes
 - Mini Group for Business 30 lessons x 45 minutes = 22.5 hours
 - 1:1/Plus Courses 45 minutes per lesson
 - TKT English for Teaching 20 lessons x 50 minutes = 16.66 hours; Plus 1 x 1:1 of 45 mins per day (Monday to Friday)
 - English for Nurses (Intensive 30) 30 lessons x 50 minutes = 25 hours
 - English for Pilots 20 lessons x 50 minutes + 5 or 10 x 45 minute lessons per day
 - Club 50 + Standard Plus 5 Course = 20 lessons/wk x 50 mins; + 1:1 activities
- Minimum age 16 at LSI New Zealand.
 - Start dates are every Monday for Elementary to Advanced levels for all courses except Cambridge Exam Preparation.
 - ISY (International School Year) Packages & Beginners level students start on the first Monday of the month.
 - TOEIC, IELTS, TOEFL iBT, English for Business courses are included as afternoon options to the Intensive 30 program (see below).
 - Public TOEIC exam is available at LSI Auckland on set dates or students can pay more and choose another test date that suits both LSI examiners and students. Students may enrol at LSI for the exam.
 - TOEFL iBT exam is available at LSI Auckland on set dates. Students must enrol online at www.toefl.org

- TKT (English for Teaching) course bookings must be made 40 days before the start of the course. Standard Plus course + price (5 or 10 lessons).
- Maximum of 15 students per class. Minimum 3, maximum 5 students per class for Mini Group courses.

Timetable

	Intensive 30/ Cambridge Exam Preparation/TOEFL iBT / TOEIC / IELTS/ Business English	Intensive 24 / TOEFL iBT / TOEIC / IELTS/ Business English	Standard 20	Afternoon 10
9:00 – 10:45	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2	
10:45 – 11:10	BREAK	BREAK	BREAK	
11:10 – 12:45	Lessons 3& 4	Lessons 3& 4	Lessons 3& 4 -FINISH	
12:45 – 13:45	LUNCH	LUNCH		
13:45 – 14:35	Lesson 5	Lesson 5 (2 days / wk)		Lesson 1
14:40 – 15:30	Lesson 6 – FINISH	Lesson 6 (2 days / wk) – FINISH		Lesson 2 - FINISH

	Mini Group*- 30 lessons
9:00 – 10:30	Lessons 1 & 2
10:30 – 10:45	BREAK
10:45 – 12:15	Lessons 3 & 4
12:15 – 13:15	LUNCH
13:15 – 14:45	Lessons 5 & 6 FINISH

LSI New Zealand General English Afternoon Choices

Level	Fluency ISY 24 or 30	English for Business* ISY 24 or 30 only	Exam Preparation ISY 24 or 30 only
Beginner (Level 1)	✓		
Elementary (Level 2)	✓		
Pre-Intermediate (Level 3)	✓		
Intermediate (Level 4)	✓	✓ Business English	✓ TOEIC ✓ IELTS ✓ TOEFL iBT*
Upper-Intermediate (Level 5)	✓	✓ Business English	✓ TOEIC ✓ IELTS ✓ TOEFL iBT*
Advanced (Level 6)	✓	✓ Business English	✓ TOEIC ✓ IELTS ✓ TOEFL iBT*

Accommodation Extensions & Arrival and Departure Dates

	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	HOW IS THE EXTRA NIGHT PRICE CALCULATED?
Auckland	Sat-Sat or Sun-Sun	It depends on the flights available for students, but we prefer a maximum of 1 or 2 extra nights either side (of arrival and departure)	Divide the weekly price by 7

Residence / Hostel Accommodation/Homestay

The LSI schools in New Zealand work with a number of student residences and residence hotel accommodation, without meals. The prices per person per week range from about NZ\$295-\$350, depending on location, type of room, and type of meal plan booked.

Please contact LSI Auckland for a list of accommodation options (residence/hotel), facilities, and prices. If a student prefers a particular option, please note this on the booking form, and this option will be booked if it is available. If it is not available, a similar option will be suggested.

- Public Student accommodations (residences/hotels, etc.) are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies. Please contact LSI for more information
- All accommodation options are subject to a NZ\$200 accommodation placement fee
- The first change of homestay is made without charge. Changes thereafter may incur a relocation fee of NZ\$80.
- **Please note: All accommodation changes must be given to LSI in writing at least two weeks in advance.**

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking. Availability is not guaranteed.

Residence and Hostel Accommodation include 15% GST (tax).

Re: Homestay: LSI Auckland is a collection agency for Host Families so GST is not included.

Health Insurance

All students should arrange health insurance before starting their language course. It is now compulsory in New Zealand for all International Students to have Medical and Travel Insurance – even if they are only staying a week. If you would like us to arrange medical and health insurance, please let us know at the time of booking. Students must bring proof of their Insurance on their first day at school. The prices below are subject to change.

Auckland	For one month or less: NZ\$100 – NZ\$130 For more than one month: NZ\$95 - \$130 per month depending on length of stay Please note: these prices are subject to change. Please ask for a quote at the time of booking.
----------	--

Social Programme

Examples of activities offered can be found below (prices are subject to change).

School	Activity	Costs
Auckland	DVD at school with English subtitles	Free
	Cheap night at the movies or Trip to the Zoo	NZ\$18 – NZ\$25
	Weekend day trip to Waiheke Island – ferry and bus	NZ\$60
	School soccer game	Free
	Trip to the Sky Tower	\$18

Course Materials Fees for Long-Term Students

Course materials fees for all courses except Cambridge Exam Preparation are NZ\$20 per week. For courses over 20 weeks please note that the maximum charge for course material is NZ\$400.

Courier Mail

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Auckland	NZ\$ 100
----------	----------

Links to Visa Information – We recommend you check the NZ Immigration website (www.immigration.govt.nz) for the most up to date information about Visas and Immigration regulations. For courses which are longer than 3 months, a student visa must be obtained prior to entry into New Zealand. Fees must be paid in advance in order to obtain the documents required for the student visa application. Language Studies International Auckland is a signatory to the NZ Ministry of Education Code of Practice for the Pastoral Care of International Students. Please check the website www.minedu.govt.nz/goto/international for further information.

Sliema

English Language Academy-LSI MALTA 9, Tower Lane Sliema SLM15 Malta	Tel: + 356 21 346 264 / 21 317 407 Fax: +356 21 339 656 E-mail: info@elamalta.com Emergency No: +356 79 970 450.
Director of Studies Ian Scerri iscerri@elamalta.com	Marketing Executive Sarah Scerri sscerry@elamalta.com
Sales and Marketing Manager Louiseanne Mercieca lmercieca@elamalta.com	Assistant Sales and Marketing Manager Ann Marie Xuereb axuereb@elamalta.com
Bank Details HSBC BANK Malta p.l.c. Commercial Branch 80 Mill Street, Qormi, QRM 3101 Malta (Europe) Account name: SMS Ltd	English Language Academy Ltd. Swift code: MMEBMTMT IBAN: MT76MMEB44439000000043020106001 Account: 043020106001 Forms of payment: Cash, bank transfers & credit cards. Credit cards accepted: Visa, MasterCard & Maestro

Courses at LSI Malta

- Intensive 30/Combi Courses 30 lessons x 45 minutes (General / Business / Exam English)
- Intensive 40/Combi Courses 30 lessons x 45 minutes (General / Business / Exam English)
- Standard 20 20 lessons x 45 minutes (General English & Business English)
- Cambridge/ TOEFL & IELTS Exam Preparation 15/20/30 lessons x 45 minutes
- Business English/ESP 20/30 lessons x 45 minutes
- 1:1/Plus Courses 45 minutes per lesson
- Courses available for adults, teenagers and young children.
- Start dates are every day Monday- Friday
- Maximum of 8/10 students per class (courses with 8 participants available Nov-Mar, courses with 10 participants available Apr-Oct). Maximum of 6 students per class for Business English & Examination Preparation Courses.

Timetable

	Intensive 40/ Business English/ TOEFL & IELTS Exam preparation/ESP	Intensive 30/Business English/ TOEFL & IELTS Exam preparation/ESP	Standard 20/ Business English/ TOEFL & IELTS Exam preparation/ESP
9:00 – 10:30	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2
10:30 – 11:00	BREAK	BREAK	BREAK
11:00 – 12:30	Lessons 3 & 4	Lessons 3 & 4	Lessons 3 & 4 FINISH
12:30 – 13:00	LUNCH	LUNCH	
13:00 – 14:30	Lessons 5 & 6	Lessons 5 & 6	
14:45 – 16:15	Lessons 7 & 8		

Monday Timetable in July & August

	Intensive 30/TOEFL & IELTS Exam preparation/ESP	Standard 20/ TOEFL & IELTS Exam preparation/ESP
10:00 – 11:30	Lessons 1 & 2	Lessons 1 & 2
11:30 – 11:45	BREAK	BREAK
11:45 – 13:15	Lessons 3 & 4	Lessons 3 & 4 FINISH
13:15 – 13:30	LUNCH	
13:30 – 15:00	Lessons 5 & 6	

Accommodation Extensions & Arrival and Departure Dates

LSI SCHOOL	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	HOW IS THE EXTRA NIGHT PRICE CALCULATED?
Sliema	Any day	Any number	Pro rata

Homestay Accommodation – General Information

- When booking host family accommodation, kindly keep in mind that you will be living with people of a different culture to yours. Please show respect by trying your best to integrate yourself with their daily routine.
- When you have settled down in your host family, ask them to give you directions to ELA, the nearest bus stop and a few places of interest.
- Most families will provide you with a key to the house, if they do, please keep it safe.
- If you arrive home late at night, kindly avoid making any unnecessary noise.
- At least one family member is expected to join you at dinnertime. This will serve as an opportunity for you to have a daily conversation in English.
- The family is obliged to provide food according to the booking you have made. Booking BB basis entitles you to a continental breakfast which will include a hot drink, water or juice, bread, butter, jam and cereal. HB will include breakfast and a meal in the evening. FB will entitle you to breakfast, dinner and a packed lunch. This will be made up of a sandwich, fruit and a small bottle of water.
- Snacks and drinks taken in between meal times are to be bought at your own expense. Please do not help yourself to food from the family kitchen.
- Your room will be cleaned once a week. This includes the washing of floors and changing of bed linen and towels. This will only be done if your room is clear from clutter.
- You are entitled to a maximum of two showers a day. Please do not take longer than needed as other people might be using the same bathroom.
- Water and electricity are very expensive in Malta so please do not leave water running or electrical appliances switched on unnecessarily.
- The family and ELA will not be held responsible for any loss or damage of personal property.

We hope your stay in Malta will be an enjoyable and memorable one. ELA offices are open Monday to Friday from 08.00 – 17.00. Our staff will be happy to answer any questions you might have and are more than willing to help should you require any assistance during your stay.

Residence Accommodation

LSI Malta works with a number of student residences, which offer options with or without meals, depending on the location. The prices per person per week vary depending on location, type of room, and type of meal plan booked.

Please contact LSI Malta for a list of accommodation options (residence/hotel), facilities, and prices. If a student prefers a particular option, please note this on the booking form, and this option will be booked if it is available. If it is not available, a similar option will be suggested.

- Student accommodations (residences/hotels, etc.) are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies, please contact LSI Malta for more information

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.

Health Insurance

All students are advised to arrange health insurance before starting the language course. We recommend you take out this insurance prior to departure from your homeland. ELA cannot purchase insurance on behalf of clients.

Social Programme

Examples of activities offered can be found below (Prices subject to change).

Half Day Activities	Full Day Activities
Valletta Tour	One day Sicily
Valletta treasure hunt	Sunday special
Mdina Tour	Round Malta Cruise
Mdina treasure hunt	Gozo and Comino Cruise
3 Cities Tour	Comino Cruise
South of Malta Tour / North of Malta Tour	Highlights of Malta
Trips to various beaches-golden, Ghajn tuffieha, Mellieha bay, Peter's pool	Heart of Malta
Blue Grotto	Gozo Jeep Safari
Wine tasting / Beach BBQ	Sightseeing Jeep Tour
Horse riding	Night Tour:
Go karting	Welcome parties
Harbour Cruise / Comino Blue Lagoon by powerboat	Traditional fiesta night
Football tournaments	Maltese dinner night
Sea Scuba Diving	Salsa lessons

Complaints:

Should a student have any complaints about any aspect of their language stay, this has to be reported IMMEDIATELY to the ELA department concerned. This is mostly done to ensure overall satisfaction of the client. As such complaints received once the course is finished, unfortunately cannot be considered.

Courier Mail

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Sliema	0.25 kg: €52.36 worldwide 0.50kg: €75.92 worldwide
---------------	---

Links to Visa Information

Due to frequent changes to the Visa & Immigration regulations we advise you to check the current regulations with your local embassy. Please visit: <http://www.mfa.gov.mt/pages/main.asp?sec=83>

Paris

Centre Privé de Langues LSI 350, rue Saint-Honoré F-75001 Paris		Tel: +33 (0)1 4260 5370 Fax: +33 (0)1 4261 4136 E-mail: par@lsi.edu Emergency No: +33 (0)6 2698 1447	
School Director Emmanuel Viret ev@lsi.edu	Director of Studies Sylvia Kabbani skabbani@lsi.edu	Registrar/Accommodation Officer Daniel Quintero dquintero@lsi.edu	
Bank Details Société Générale Paris Saint-Roch 219, rue Saint-Honoré 75001 Paris Account Name : LSI Centre Privé de Langues Forms of payment: Cash, money orders, traveller's cheques, cheques, bank transfers & credit cards. Credit cards accepted: Visa, MasterCard		Payment in Euro Account No: 00020152074 81 IBAN No: FR76 30003 03011 00020152074 81 BIC SWIFT : SOGEFRPP	

Courses at LSI Paris

- Intensive 30 General French 30 lessons x 50 minutes
- Standard 20 General French 20 lessons x 50 minutes
- Afternoon 10 General French 10 lessons x 50 minutes
- Exam Preparation (DELTA, TEF, CCIP) 30 lessons x 50 minutes
- 1:1/Plus Courses/9 Day Compact Course 45 minutes per lesson
- Club 50+ Package Programme 20 lessons x 50 minutes
- Minimum age 16 at LSI Paris.
- Start dates are every Monday for Elementary to Advanced levels for all courses except DELTA & CCIP Exam Preparation.
- Beginners are asked to start on the first Monday of the month.
- ISY (International School Year) Packages start on the first Monday of the month.
- Maximum of 15 students per class.

Timetable

	Intensive 30/DELTA/TEF/CCIP	Standard 20	Afternoon 10
9:00 – 10:30	Lessons 1 & 2	Lessons 1 & 2	
10:30 – 10:50	BREAK	BREAK	
10:50 – 12:40	Lessons 3 & 4	Lessons 3 & 4 FINISH	
12:40 – 13:40	LUNCH		
13:40 – 15:20	Lessons 5 & 6 FINISH		Lessons 5 & 6 FINISH

Individual Tuition 20 lessons	Individual Tuition 30 lessons	Individual Tuition 40 lessons
9:00 – 10:30	9:00 – 10:30	9:00 – 10:30
10:30 – 10:50 BREAK	10:30 – 10:50 BREAK	10:30 – 10:50 BREAK
10:50 – 12:40 FINISH	10:50 – 12:40 LUNCH	10:50 – 12:40 LUNCH
	13:40 – 15:20 FINISH	13:40 – 16:30 (15min break arranged with Teacher)

9 Day Individual Compact course (82 lessons)	9 Day Individual Compact course (92 lessons)
9:00 – 10:30	9:00 – 10:30
10:30 – 10:45 BREAK	10:30 – 10:45 BREAK
10:45 – 12:45	10:45 – 12:45
12:45 – 14:00 Lunch with Teacher	12:45 – 14:00 Lunch with Teacher
14:00 – 17:00 (15min break arranged with Teacher)	14:00 – 18:30 (15min break arranged with Teacher)
Sat 10:00 – 16:00	Sat 10:00 – 16:00
Sun 10:00 – 16:00	Sun 10:00 – 16:00

Accommodation Extensions & Arrival and Departure Dates

LSI SCHOOL	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?
Paris	Arrival Sunday in the afternoon / Departure Sunday before noon	No extra nights are available

Residence Accommodation

LSI Paris works with a number of student residences, which offer options with or without meals, depending on the location. The prices per person per week vary depending on location, type of room, and type of meal plan booked.

Please contact LSI Paris for a list of accommodation options (residence/hotel), facilities, and prices. If a student prefers a particular option, please note this on the booking form, and this option will be booked if it is available. If it is not available, a similar option will be suggested.

- Student accommodations (residences/hotels, etc.) are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies, please contact LSI Paris for more information
- Students must inform the school about the arrival time at least 4 days before the arrival date
- Students should plan to arrive to their homestays after 18.00. If they arrive before 18.00 they should alert LSI Paris and their host family. **If they arrive before 11.00 they will be invoiced for an extra night.**

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.

Health Insurance

All students should arrange health insurance before starting their language course at LSI Paris.

Social Programme

Examples of activities offered can be found below (prices subject to change)

Activity	Cost
Walking guided visits in Paris	€ 12 pp - twice a week
Guided visits around Paris	€ 25 pp - once a week
Weekend Excursion to Mont-Saint Michel, Chartres, Loire Valley	On request

Courier Mail

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Paris	€95
-------	-----

Links to Visa Information

Due to frequent changes to the Visa & Immigration regulations we advise you to check the current regulations with your local embassy. Please visit the Immigration and Nationality website: http://www.diplomatie.gouv.fr/fr/entrer-france_4063/index.html

LSI SWITZERLAND

Language Studies International Kreuzstrasse 36 8008 Zürich	Tel: +41 (0) 44 251 5889 Fax: +41 (0) 44 251 5805 E-mail: zur@lsi.edu Emergency No: +41 (0) 79 418 82 27
Registrar, Accommodation & Welfare Sandrine Bemou sbemou@lsi.edu	Director, Academic Director & Accounts Ian Cryer ic@lsi.edu
Bank Details Credit Suisse, 8070 Zurich Account name: LSI Switzerland Ltd Forms of payment: Cash, cheques & bank transfers Credit cards accepted: MasterCard & Visa BIC/SWIFT CRESCHZ80A	Payment in CHF Account No: 656202-31-1 IBAN CH14 0483 5065 6202 3100 1 Payment in US\$ Account No: 656202-32-2 IBAN CH14 0483 5065 6202 3200 2

Courses at LSI Zürich

- Intensive 30 General German 30 lessons x 45 minutes
- Standard 20 General German 20 lessons x 45 minutes
- Afternoon 10 General German 10 lessons x 45 minutes
- Exam Preparation (ZD, B2, C1) 30 lessons x 45 minutes
- 1:1/Plus Courses/9 Day Compact Course 45 minutes per lesson
- Minimum age 16 at LSI Zürich.
- Start dates are every Monday for Elementary to Advanced levels for all courses except ZD, B2 & C1 Exam Preparation.
- Beginners are asked to start on the first Monday of the month.
- ISY (International School Year) Packages start on the first Monday of the month.
- Maximum of 12 students per class.

Timetable

	<i>Intensive 30/ZD/B2/C1</i>	<i>Standard 20</i>	<i>Afternoon 10</i>
9:00 – 10:30	Lessons 1 & 2	Lessons 1 & 2	
10:30 – 10:45	BREAK	BREAK	
10:45 – 12:15	Lessons 3 & 4	Lessons 3 & 4 FINISH	
12:15 – 13:15	LUNCH		
13:15 – 14:45	Lessons 5 & 6FINISH		Lessons 5 & 6FINISH

	Individual Tuition 20/30/40/50 lessons	9 Day Individual Compact course (82 lessons)	9 Day Individual Compact course (92 lessons)
<u>Mon - Fri</u> 9:00 – 10:30	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2
10:30 – 10:45	BREAK	BREAK	BREAK
10:45 – 12:15	Lessons 3 & 4 FINISH (20 lessons)	Lessons 3 & 4	Lessons 3 & 4
12:15 – 13:15	LUNCH	LUNCH	LUNCH
13:15 – 14:45	Lessons 5 & 6 FINISH (30 lessons)	Lessons 5 & 6	Lessons 5 & 6
14:45 – 15:00	BREAK	BREAK	BREAK
15:00 – 16:30	Lessons 7 & 8 FINISH (40 lessons)	Lessons 7 & 8 FINISH	Lessons 7 & 8
16:30 – 16:45	BREAK		BREAK
16:45 – 18:15	Lessons 9 & 10 FINISH (50 lessons)		Lessons 9 & 10
<u>Sat – Sun</u> 10:00 – 13:00		Lessons 1-4	Lessons 1-4
13:00 – 16:00 (includes lunch)		Lessons 5-8	Lessons 5-8

Accommodation Extensions & Arrival and Departure Dates

	WHEN SHOULD THE STUDENT ARRIVE /DEPART?	HOW MANY EXTRA NIGHTS ARE ALLOWED?	HOW IS THE EXTRA NIGHT PRICE CALCULATED?
Zürich	Sun-Sat	It depends on the flights available for students, but we prefer a maximum of 1 or 2 extra nights either side (of arrival and departure)	Divide the weekly price by 7

Residence Accommodation

LSI Zürich works with a number of student residences, which offer options with or without meals, depending on the location. The prices per person per week vary depending on location, type of room, and type of meal plan booked.

Please contact LSI Zürich for a list of accommodation options (residence/hotel), facilities, and prices. Residences and hotels in Zurich prefer students to book directly. We will be happy to provide you with further assistance should you require it.

- Student accommodations (residences/hotels, etc.) are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies, please contact LSI Zürich for more information.

Prices are subject to change. All bookings will be invoiced at the price current on the day of booking.

Health Insurance

Zürich	For International non-EU students it is not possible to apply for health insurance in Switzerland. They should arrange their Health Insurance in their home country.
--------	--

Social Programme

Examples of activities offered can be found below (Prices subject to change)

Zürich	Visit to the Swiss national museum	CHF 10
	Visit to the Zoo with Masoala rainforest	CHF 22
	Excursion to Uetliberg, Zürich's very own viewing platform or boat trip on Zürich Lake	CHF 23

Courier Mail

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Below you can find our courier prices charged by each school. The prices are based on confirmation letters and are subject to change.

Zürich	CHF 135
--------	---------

Links to Visa Information

We recommend you check the CH Immigration website for the most up to date information about Visas and Immigration regulations. For courses which are longer than 12 weeks, a student visa must be obtained prior to entry into Switzerland. Fees must be paid in advance in order to obtain the documents required for the student visa application. Please visit the website: www.bfm.admin.ch/bfm/en/home.html for full information about visa applications and travelling to Switzerland. The student visa application process for Zürich takes at least 3 months to complete.

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 2014. LSI reserves the right to change details of the fees and 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 GBP70 for LSI UK, USD150 for LSI USA (For LSI New York only, if tuition is less than USD1000, the course enrolment fee is 10% of the tuition fee), CAD130 for LSI Canada, AUD225 for LSI Australia, NZD140 for LSI New Zealand, EUR85 for LSI France, EUR15 for LSI Malta and CHF110 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 accommodation changes that do not result in cancellations will require a 2-week notice for all LSI schools; otherwise, a charge equal to the notice period will apply.

5. Minimum Age

The minimum age for acceptance at LSI is 16 (6 at LSI Malta). For junior programmes, the minimum age is 4 for Malta, 13 for Toronto, Vancouver, London Hampstead, Cambridge and Oxford, and for LSI USA the minimum age is 8 in San Diego (8-11 family program students only), 14 in Berkeley, 13 in Boston and 12 in New York. If you wish to stay in college accommodation, where available, you must be 18 years of age or older. 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

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 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 weeks' 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 not be entitled to a refund. For this reason LSI strongly recommends you take out insurance before you travel.

LSI USA

Cancellations before your course begins

The registration fee submitted with the enrollment form is non-refundable, as are any courier fees. Within seven (7) days of signing the enrolment/agreement form before the course begins, tuition fees, less the Registration Fee and any non-refundable items, can be refunded if LSI receives notification of cancellation. Therefore, if the student does not receive authorization from US Immigration before the course begins,

provides documentation of the circumstances, 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. If cancellation occurs with no notice provided within the first week of course, \$250 of tuition fee is non-refundable.

Cancellations after your course has begun

If written notice is provided within seven (7) days of signing the enrolment/agreement form and the course begins, 100% of the tuition fees are refundable less the registration fee and any other non-refundable items. If the student withdraws and has completed more than sixty (60) percent (LSI San Diego/Berkeley/Boston) or more than seventy (70) percent (LSI New York) of the course at the time of withdrawal from classes at LSI, there is no refund. 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: Written notification must be received no later than the start 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 sixty (60) percent or less (LSI San Diego/Berkeley/Boston) or seventy (70) percent or less (LSI New York) of the extended portion (more than 60% completed (SD/BK/BO) = no refund or more than 70% completed (NY) = 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 course booking. Refunds are subject to the third party or agent's cancellation and 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. If the student withdraws from the program less than 7 calendar days after the contract is made, 75% of all tuition fees are refundable (maximum \$400 retained by LSI).

If the student withdraws voluntarily or is dismissed from the program 30 days or more before the start of the course, 75% of all tuition fees are refundable.

If the student withdraws voluntarily or is dismissed from the program less than 30 days before the start of the course then 60% of all tuition fees are refundable. If the student does not receive authorisation from Citizenship and Immigration Canada before the course begins and provides documentation of the circumstances and returns the original letter of acceptance to LSI, all tuition fees are refundable.

Cancellations after your course has begun

If the student withdraws voluntarily or is dismissed from the program within the first 10% of the course's duration, 50% of all tuition fees are refundable. If the student withdraws voluntarily or is dismissed from the program within the first 30% of the course's duration, 30% of all tuition fees are refundable. If the student withdraws voluntarily or is dismissed from the program after 30% of the course's duration, all tuition fees are non-refundable.

LSI Australia

Cancellations before your course begins

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 originally paid. If refunds are paid in your country, a transfer fee of AUD75 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.

Cancellations after your course has begun

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 a student cancels more than 14 days before start date, a full refund (minus \$140 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.

For courses of 3 months or longer, students withdrawing within the first **10 working days** of the course will be refunded in full, less a deduction for costs incurred by LSI, **up to a maximum of 25% of the total fee paid**. LSI will provide the student with details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the cost component deducted, the student can refer the matter to the International Education Appeal Authority. Otherwise, there are no refunds.

Where students enrol in and then withdraw from a course of less than three months' duration, the following minimum refund entitlement will apply:

a) For courses of up to and including 4 weeks and 6 days: if 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: if 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*.

Otherwise, there are no refunds.

LSI Switzerland

Cancellations must be in writing and sent by post or email. The date of delivery as printed on the envelope of the letter or in the header of the email 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. 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).

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.

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 7 and 15 days from commencement: 30% of all services ordered. Cancellation between 4 and 6 days from commencement: 50% of all services ordered. Cancellation between 1 and 3 days from commencement: 75% of all services ordered. Cancellation on commencement day or later (or no show): 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) and 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 4 to 7 days of arrival: 50% of services ordered. Within 1 to 3 days of arrival: 75% of services ordered. No show: 100% of services ordered.

Postponements or cancellations resulting from a visa denial will incur a€20 processing fee – no further charges will be incurred provided that:

- ELA is informed more than 3 working days before arrival
- 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 homestay without providing the required advance notice, you will be subject to a cancellation penalty equal to the price of accommodation for 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 other 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.*

LSI NZ is a booking, placing and collection agent for Homestay (HB& B&B) and Hostel Accommodation. Accommodation refunds will be made to the student on completion of the course if the student has given two weeks' written notice. There is a non-refundable accommodation placement fee of NZ\$200.

Homestay Cancellation for LSI Paris

Accommodation is provided on a 6-night basis: from arrival on Sunday, 1 day prior to course commencement, until departure on the Saturday following

the end of course. Unless otherwise stated, all accommodation is with a host family.

All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI. Non confirmed withdrawals will result in a cancellation penalty equal to 2 weeks of homestay accommodation. There is a non-refundable €70 Accommodation Placement Fee.

c. Cancellation of Other Services

Any other services such as airport transfers, exams, courier mail, trips, etc. that are 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, illness, or injuries 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 and LSI Canada, must have appropriate medical and travel insurance. LSI can provide such 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 in 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 Monday to Sunday. 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, no holidays are allowed until after the course has finished; at LSI USA for any course, no vacations are allowed until after 26 weeks of the course have been completed; at LSI Brisbane, holidays are only allowed for compassionate and compelling reasons. There is no instruction on 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 USD90 in the US, CAD175 in Canada, AUD235 in Australia, NZD200 in New Zealand, EUR75 in France and CHF110 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. At LSI UK, USA, & NZ: a Christmas Supplement of GBP35/USD55/NZ\$70/week during the Christmas Holiday. At LSI UK, USA, & Canada: a Summer Supplement of GBP30/USD35/CAD20/week from Jun 22-Aug 31, 2014. At LSI Brisbane: a U18 Full Board Supplement of AUD80/week and a Special Diets Supplement of AUD35/week. At LSI New Zealand: Single room HB Homestay fee of NZ\$240/week for students under 18 years of age, Special Diets Supplement of NZ\$55/wk, Use of Internet Supplement of NZ\$10/wk (to be paid directly to the host family). At LSI Toronto: a Use of Internet Supplement of CAD10/week.

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 Saturday or 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 (extra nights are subject to availability and not guaranteed until confirmed by the LSI school in question).

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 immediate expulsion 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. LSI is not liable for any decisions made by the immigration departments of the countries concerned.

13. Expulsion from Courses

At the discretion of the Director, LSI reserves the right to expel any student whose conduct is unsatisfactory. The Centre Director's 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 Hampstead.

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 Mon-Fri, 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 12 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 (OSHC) of AUD41.50 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.

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 Overseas Students' Ombudsman. Concerns about the conduct of the School should be addressed to the Overseas Students' Ombudsman, GPO Box 442, Canberra ACT 2601, ombudsman@ombudsman.gov.au. 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 15% government tax. Should this be increased, our fees will increase accordingly.

Credit card payments: An additional 2.5% compulsory bank fee will be added to all Master Card, Visa and AMEX Credit Card payments.

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 deposited in the following account:

NZ\$ Account: Language Studies International (NZ) Ltd – Student Fees Trust Account, ANZ Bank, 185 Broadway, Newmarket, Auckland; Account Number 060265 0101907 00; Swift Code ANZB NZ22.

US\$ Account: LANINT-USD20 Swift Code: ANZB NZ22

Please arrange your transfer as follows: International Telegraphic Transfer/SWIFT MT103 to ANZ Bank, Wellington, New Zealand. For the credit of Language Studies International NZ Foreign Currency account no. LANINT-USD20.

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 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 at: <http://www.immigration.govt.nz>. Please check the website for medical certificate requirements associated with visa applications.

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.

Under 18 years old: Students under the age of 18 staying in family accommodation must book half-board and return airport transfers. Unless otherwise requested by a parent or guardian, students under the age of 18 staying in family accommodation will be expected to return to their accommodation by no later than 22.00 hours each evening.

Additional: All fees are non-transferable. Once enrolled, students are expected to attend all lessons. No fees are refundable should a student have to leave for misconduct.

18. Further Information: MALTA

It is expected for a student to move up a level after four weeks of classes. In this case, a new book for this level would have to be purchased for the price of €8 per book.

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.

THE END

We look forward to welcoming your students to LSI!

Last Updated: 11th November 2013