



Cancellation and Refund Policy

Tuition and Fees

If ELS does not accept your application, ELS will refund you the application fee, as well as any tuition collected. Tuition payment for your entire booked course is required prior to attendance and is subject to the cancellation and refund policies stated below.

Tuition and Fees Cancellation Policy*

If ELS accepts your application, but you cancel your booked course, the application fee will not be refunded. However, should you cancel your booked course, you may apply your application fee toward a new course for up to 12 months after your initially scheduled start-date.

If your visa application is rejected or you cancel your booked course prior to the start date and you have not entered the U.S.A. on a student visa sponsored by ELS, ELS will refund all tuition and fees (except the application fee and express mail fee).

If you enter the U.S.A. on a student visa sponsored by ELS and cancel your booked course or do not report for class, ELS will retain the first four weeks of tuition as a non-refundable fee if you have a booked course of four or eight weeks. If you have a booked course of 12 weeks or more, ELS will retain the first six weeks of tuition as a non-refundable fee.

Tuition and Fees Refund Policy*

Standard Programs (Intensive English, Semi-Intensive English, American Explorer, Intensive Online English+)

If you withdraw during the first four weeks of your booked course, ELS will retain the first four weeks of tuition and fees as a non-refundable fee. You will be eligible for a prorated tuition refund on any remaining weeks of your booked course. This refund will be calculated by week based on the weekly price for the actual length of study.

If you withdraw after the first four weeks of your booked course and have not completed at least 50% of your booked course, you will be eligible for a prorated tuition refund. This refund will be calculated from your last recorded day of attendance and will be calculated by week based on the weekly price for your actual length of study. ELS counts any part of the week that you studied as a full week of attendance for refund calculations.

If you withdraw after completing at least 50% of your booked course, you will not be eligible for a refund.

If you extend the length of your booked course and withdraw from the course before completing 50% of the extended portion of your booked course, you will be eligible for a prorated tuition refund of the booked extension. This refund will be calculated from your last recorded day of attendance and will be calculated by week based on the weekly price for the actual length of your extended study. ELS counts any part of the week that you studied as a full week of attendance for refund calculations.

If you extend the length of your booked course and you have completed 50% or more of the extended portion of the booked course, you will not be eligible for a refund.

Program Changes

There is a one-time \$150 program change fee if you change your enrollment from the Intensive English program to the Semi- Intensive or American Explorer program after your first four weeks of enrollment. No program changes are permitted within the first four weeks of a booked course.

Housing Cancellation and Refund Policy

We understand that circumstances may arise where a Student needs to cancel their Booking. The following cancellation provisions will determine the applicable timelines and charges that will apply to a cancelled Booking, which balance the need for the flexibility for the Student with the commitments that ELS makes with Student Residence providers and Homestay families.

CANCELLATION BEFORE CHECK-IN (STUDENT RESIDENCE)

At least 28 days' notice of cancellation request

If a Student wishes to cancel a Student Residence Booking and they give us at least twenty-eight (28) days' notice before their Check-in date, they are entitled to a full refund of the paid accommodation charges.

Less than 28 days' notice of cancellation request

If a Student wishes to cancel a Student Residence Booking and they give us less than twenty-eight (28) days' notice before their Check-in date, they must pay up to four (4) weeks' accommodation fee.

CANCELLATION BEFORE CHECK-IN (HOMESTAY)

At least 14 days' notice of cancellation request

If a Student wishes to cancel a Homestay Booking and they give us at least fourteen (14) days' notice before their Check-in date, they are entitled to a full refund of the accommodation charges.

Less than 14 days notice of cancellation request

If a Student wishes to cancel a Homestay Booking and they give us less than fourteen days (14) days' notice before their Check-in date, they must pay up to two (2) weeks' accommodation fee.

CANCELLATION AFTER CHECK-IN (STUDENT RESIDENCE & HOMESTAY) DENCE)

If a Student wishes to cancel or shorten a Student Residence or Homestay Booking after Check-in:

- (i) Bookings up to four (4) weeks and six (6) days (total 34 days), no refund;
- (ii) Bookings more than 5 weeks (total 35 days), with four (4) weeks Written Notice, they will be entitled to a refund of outstanding amount.

All Refunds

Refunds will be made within 30 calendar days of your notice of cancellation or withdrawal from the program. ELS follows all applicable state and federal regulations, including those related to student refunds.

All refunds are processed in the same method in which payment was originally received.