

Terms and Conditions

APPLICATION PROCESS

1. Application: Please send the signed enrolment form on page 17 to your PLI representative with the enrolment fee and, if applicable, the courier fee. The enrolment fee is CAD110. Students over 18 must sign to say that they have read and agree with these terms and conditions. The parents of students under 18 must read and sign on their behalf. Your privacy is important to us. Please note that by submitting your personal data to us, you are accepting the terms described in our privacy policy, which can be found at: www.pli.ca

2. Payment deadline: All course costs must be paid in full no later than 30 days before the course starts. If a booking is made less than 30 days before the course starts, the fees are immediately payable. If payment in full has not been received, you will not be allowed to start your course.

3. Visa information: It is the responsibility of the student to arrange all applicable travel permits or visas and to have a valid passport. We will provide you with a letter of acceptance to assist you with your visa application.

4. Courier fees: If you enrol more than 30 days before the course start date, documentation will be sent by normal postal service, unless you request and pay for the courier service. A courier service is available for CAD75 for bookings made less than 30 days in advance. In Canada, you will be charged for a courier service if you are a minor, as the school will be required to courier Custodianship documents to you.

5. Travel and Medical Insurance: Travel and medical insurance is compulsory at all PLI schools for the duration of your stay regardless of your course length. PLI offers a Travel and Medical Insurance plan that we advise you to take. Details of what this covers are available from your PLI representative. If you are not taking our insurance, you are required to show proof of alternative medical insurance at the school when you arrive.

6. Health declaration: Students must report on their application any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their program, that may impact the health and well-being of any other student or staff member, that may require monitoring, treatment or emergency intervention of any kind during the student's anticipated period of enrolment, or that may require special accommodations. PLI reserves the right to reject an applicant or terminate a student's enrolment in the program if the student's continued participation represents a risk to their health and safety or to the health and safety of other students or staff, or if, notwithstanding reasonable accommodations, in the opinion of PLI, the student's physical or mental condition makes the student unable or unlikely to successfully complete their program.

7. Tuition fees: Tuition fees include lessons, orientation meeting, use of computer room and internet, placement and progress testing and a PLI certificate on completion of the course. PLI reserves the right to withhold the granting of a certificate attained by a student if student fees remain outstanding.

8. Additional services: Any additional services (transfers, travel, laundry, telephone costs, excursions, medical costs, special diet, exam fees, change of accommodation and enrolment amendments) are not included in any fees unless specifically stated on a valid invoice.

9. Twin accommodation: At PLI's discretion, students may be required to book single room accommodation instead of twin room.

10. Under 18 year olds: PLI delivers adult courses. Therefore, students aged 16 and 17 are advised that they will be attending classes with students aged 18 and over. Under 18 year olds may be required to pay a guardian fee, live in PLI-approved accommodation and to book PLI's airport transfer service.

TERMS AND CONDITIONS

1. Rules and regulations: PLI students are subject to the rules and regulations governing the particular school location attended.

2. Arrivals and departures: All accommodation is booked from the Saturday or Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation.

3. Late arrivals, vacations and absences: If you begin your enrolment late or are absent during your course, no refund will be made for the time missed. Periods of absence cannot be made up with a free extension of the course.

4. Meals and classes missed: No refunds or substitutions will be made for meals or classes missed due to exams, excursions, internships, first day orientation or other obligations that fall outside the normal schedule.

5. Public holidays: Classes are normally not held and most school facilities are closed on public holidays. All published course start dates fall on a Monday. If the Monday is a public holiday, the start date will fall on a Tuesday. Compensation will not be made for classes not offered on public holidays. 1 Jan, 16 Feb, 10 Apr, 18 May, 1 Jul, 3 Aug, 7 Sep, 12 Oct, 11 Nov, 25 Dec, 28 Dec

6. Campus facilities: Students attending a PLI school at a university or college campus location are advised that campus facilities may not be available during campus holidays. Further details are available from the PLI booking office.

7. Change fees: A minimum of 4 weeks' notice is required for any change. If you request a change of school location, course dates or accommodation type after your course has started, you will be charged a change fee of CAD100 which is payable at the time the request is made. Academic Year or Semester students cannot transfer to a different PLI school during term time and may only transfer once during their program. If changing to a location where fees are lower, the difference in fees will not be refunded. If changing to a more expensive location, the difference in fees will be charged. All changes require approval of the Program Director. You will not be charged a change fee if you extend your course, but late homestay extensions in Canada may require a re-placement fee of CAD100. Any change of tuition resulting in a reduction in lessons will be treated as a termination and rebooking, and will thus be subject to the standard terms & conditions governing terminations (see 'Termination Policy'.)

8. Duration of lessons: All English classes at PLI are 2 hours in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled both in the morning and the afternoon with different shifts at various times of year.

9. Substitution policy: If, after the placement test taken on arrival at the school, a student is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the student in an appropriate level class, which may have fewer lessons and a different curriculum. Students who do not have the ability to follow any course on offer may be required to terminate their studies with PLI. We also reserve the right to cancel courses at short notice due to insufficient demand.

10. Program changes: PLI has the right to change course start dates, course curriculum and programs at any time due to errors, omissions and circumstances beyond our control. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the student, all fees will be refunded.

11. Prices: PLI has the right to change prices due to tax increases, governmental actions or other events beyond our control. Prices are valid for courses starting in 2009.

12. Books and learning materials: All books and learning materials will be made available to students during their course. A book deposit of CAD50 may be charged at the beginning of the course. This will be refunded at the end of the course, if the books are returned in good condition. Some specialized courses may require the purchase of books.

13. Residential housing deposit: A refundable housing deposit of up to CAD400 may be charged on arrival to students taking residential accommodation in Canada. The deposit is returned unless there is damage, loss or extra cleaning to be paid for on the student's departure.

14. Expulsion/Suspension: Any student who commits a criminal offence, violates the student conduct code or school policy, has a very poor attendance record or fails to pay an amount he or she is directly or indirectly liable to pay PLI in order to undertake the course, may be expelled or suspended. No refund will be given and the immigration authorities will be informed.

15. Liability: PLI, its directors, officers, employees, affiliates and agents are not liable for damages, injuries, illnesses and violations to people or goods, unless such liability is legally imposed.

16. Force majeure: It is a basic stipulation of the agreement/contract between students and PLI, its affiliates or its representatives (collectively referred to as 'PLI'), that PLI is not liable in cases where PLI is unable to fulfill any services to which it is contractually bound because of fire, natural disaster, act of government, failure of suppliers or subcontractors, labour disputes or other reasons which are beyond its control.

REFUND POLICY

Refunds will be made via the PLI representative to whom the fees were originally paid, or to the student's bank account in the same country and currency in which the fees were originally paid. All refunds will be made within 45 days of written notification. In the event of PLI cancelling or terminating a course, a full refund of all unused fees will be made.

CANCELLATION/POSTPONEMENT POLICY

'Cancellation' refers to the period up to the start date of the first course you are attending. In cases where cancellations are made in writing more than 7 days before the first course start date, or on written notification of a visa rejection and receipt of relevant supporting documentation, 100% of the tuition and accommodation fees will be refunded, but in all cases, the courier fee, accommodation placement fee (if utilised), enrolment fee and any other service charges are non-refundable. For cancellations and postponements made less than 7 days before the first course start date including 'no shows', tuition and accommodation fees will be refunded less one week's accommodation fee and a tuition fee of CAD210. In all cases, the courier fee, enrolment fee, accommodation placement fee and any other service charges are non-refundable.

TERMINATION POLICY

'Termination' means stopping or leaving all or part of the course or courses booked, including extensions, once the first course has started. When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated. In all cases additional service charges (e.g. airport transfers, courier fees, enrolment fees, medical insurance, accommodation placement fee, administrative fee etc.) are non-refundable and written notification of termination must be given to the school Principal or Director. Students who terminate their program may not be eligible to receive a PLI certificate.

Tuition: In cases where a course is terminated, any tuition refunds are paid within 30 days of a written request. Refunds are calculated as follows:

- after up to 10% of the program has been completed: 50% refund of unused tuition fees
- after 11 – 29% of the program has been completed: 30% refund of unused tuition fees
- after 30% or more of the program has completed: 0% refund of unused tuition fees

Accommodation: Students must give 4 weeks' notice (or 8 weeks' notice for discounted accommodation packages) in writing to the School Director/Principal. A refund will be made of 100% of the unused accommodation fee less notice period and the applicable change fee. For terminations made after 50% of the booking has been completed, no refund will be given.

These Terms & Conditions may differ according to any changes in the policy of the governing body. You will be notified at the time of booking of any such amendments. Any dispute, claim or other matter arising will be subject to the current laws in the destination country. In these Terms and Conditions, PLI refers to all PLI schools including Kaplan Aspect campuses in Canada.