



# TERMS AND CONDITIONS

CLLC has the right to change any part of these terms and conditions without prior notice

## Definition of the Agreement

I understand and agree that as a student attending CLLC there are conditions I must meet. These conditions include:

- Prompt payment for all services and related fees (Tuition, textbook, medical insurance and homestay fees).
- Understanding that CLLC is not liable for any injury, loss or unfortunate happening that I may encounter while I am participating in CLLC school activities or school events, classes, outings or any event related to CLLC (See **Waiver and Release**).
- Understanding that I must follow all CLLC guidelines, as well as abiding by the laws of Ontario, Nova Scotia and Canada.
- Reading, understanding and agreeing to this Terms and Conditions for studying and enrolment at CLLC.
- Understanding that at any time, without consultation, CLLC may change my class or shift, based on organizational needs.

## Academic Performance Requirements

I understand and agree that I must meet all academic performance and attendance requirements. I agree to the following:

- If I fail two consecutive months I will be asked to sign a "Probationary" contract. If performance plateaus I may be asked to leave with a refund based on CLLC's refund policy. Alternatively, I may not be promoted to the next level, receive my certificate or I may be asked to change my program.
- A CLLC certificate indicates course average and last level completed.
- IELTS and Business classes are offered based on the number of interested students

\* Plagiarism - Plagiarism occurs when a student submits or presents ideas or words from another source, and acts as if the ideas or words are his or her own. It is a very serious academic offense, which could result in suspension or expulsion from CLLC and/or from University.

I understand that if am I caught plagiarizing one time, I will be given a detailed explanation of what plagiarism is, and how to avoid it, and I will be asked to rewrite my assignment. If I am caught plagiarizing two times, I will be given a 0% on my assignment. If I am caught plagiarizing three times, I could be asked to leave CLLC with a refund based on CLLC's refund policy, I could be moved down to a lower level, or I could be taken out of the UABP stream and placed into a TOEFL or IELTS preparation course.

## Fees

Any and all refunds may take up to 30 days for processing.

I understand and agree that all fees must be paid promptly. The following conditions also apply:

- Tuition fees are calculated weekly, and no part thereof. If I arrive, or depart, in the middle of any week I will be responsible for paying for the entire week.
- During inclement weather CLLC may close. In such cases no refund will be given.
- If I do not possess medical insurance I will have to purchase it from CLLC. If I have coverage I will have to show proof of coverage on my first day of school. To begin my medical insurance coverage I must inform CLLC of my arrival in Canada. If I do not inform CLLC of my arrival I will be responsible for any expenses incurred until I arrive at CLLC on my first day of school. CLLC's medical plan is calculated per four week period. I also understand that in order to process any medical claims I may have CLLC will release medical information to insurance companies on my behalf.
- I understand that I will be responsible to buy textbooks for each level from CLLC.
- I understand that if a national holiday falls on a Monday, classes begin on the Tuesday and that no refund is offered.
- Homestay fees may be calculated daily, weekly or monthly and are required for the Christmas holiday.
- CLLC has the right to increase fees without prior notice.
- CLLC ID cards are valid until the course end date.

## Homestay

I understand and agree to the following guidelines with regards to CLLC's Homestay Program:

- CLLC requires Homestay fees four weeks prior to my stay or extension. CLLC pays the host family.
- Your homestay payments are kept in individual students accounts with CLLC.
- CLLC pays its homestay families their "four week cycle payments" one week prior to the due date. If CLLC already paid the fees to its homestay families then CLLC cannot guarantee any refunds.
- CLLC offers free homestay changes. All issues are resolved within 48 hours through CLLC's "Total Quality Management" System.
- Homestay changes or early departures require one week's notice after the prior homestay payment has been used.
- If for any reason I cannot meet Canadian standards of conduct within the homestay, and the homestay requests that I vacate the home, CLLC will not be responsible for finding me a new homestay. In such circumstances I will be responsible for collecting any due from the homestay family and finding new accommodations.
- When I graduate from CLLC, I must leave my homestay within two days unless pre-approved by CLLC Management.
- If I take a vacation or leave the homestay permanently, and wish to return to the Homestay program, the cost to re-join the homestay program is \$190.00.
- If I take a vacation and leave the home, but am still occupying and saving the room, I will pay the regular homestay price.
- If I stay extra nights I will be required to pay \$35.00/night (adult) or \$40.00/night (underaged).
- If I decide to leave the Homestay Program after completing my first "four week cycle," I must inform CLLC officially one week in advance. The homestay family has the right to bill me for one week if I fail to inform them officially through CLLC.
- If I decide to leave the Homestay Program during my first "four weeks cycle", I must inform CLLC officially two weeks in advance and I may collect the unused portion of his prepaid and unused fees from the homestay family directly. CLLC cannot guarantee any refunds from homestay families to me despite the two weeks notice.
- In the event that I leave my homestay during the "four weeks cycle payment" and the move is initiated by me or necessitated by my behaviour, I will be required to pay the full fee for the current "four weeks cycle" payment, plus the fee to be paid to the new homestay for the balance of the month.

## Attendance

I understand and agree to the following guidelines with regards to attendance:

- I must attend classes regularly and on time.
- If I choose not to attend I must be out of my homestay during normal school hours.
- If I am absent or late on a regular basis I may be asked to leave CLLC and its Homestay program.

## Refund Policy

I understand and agree to the following guidelines with regards to CLLC's refund policy:

### Refund Policy Before First Day at CLLC

Visa Refusal (Refusal letter must be provided) – 100% of tuition fees  
Any other reason (14 days or more) – 80% of tuition fees  
Any other reason (13 days or less) – 60% of tuition fees

### Refund Policy On or After First Day at CLLC

Visa Refusal (Refusal letter must be provided) – 100% of tuition fees  
Up to 10% of current student invoice completed – 50% of tuition fees  
11% – 30% of current student invoice completed – 30% of tuition fees  
31% or more of current student invoice completed – No refund

- To be eligible for a tuition refund, I must give written notice that I intend to withdraw from my program.
- CLLC does not refund tuition fees that have been paid through a CLLC agent. I must speak to my agent directly.

No refund if I am dismissed permanently from the school for the following reasons:

- Illegal drug or alcohol use.
- Possession of firearms or other deadly weapons.
- Highly inappropriate conduct (verbal, physical, sexual) at school or on school activities.

If caught and/or witnessed participating in illegal activities I will be entitled to "Due Process" through the school, where each step will be

documented. If deemed necessary, law enforcement and immigration officials will be a part of the process. Parents and legal guardians will be notified.

Any refunds are given at the discretion of management. A full refund (Less any agent commission and non-refundable fees) may be granted to me on compassionate grounds. This includes, but is not limited to, my death or serious injury or my immediate family during the academic year that requires my return to my home country. This refund is given at the discretion of management.

### **English Only Policy**

I understand and agree that I must speak English 100% of the time at CLLC premises, attending classes or any social activities. I understand the following consequences (During your first day of classes you will be given a warning only):

- 1st, 2nd, 3rd, 4th offense - My name will be recorded, I will attend my classes, however, the hours for the class will not be counted towards my total hours for the level.
- 5th offense - Expulsion at the discretion of CLLC Senior Management. A refund will be granted based on CLLC's refund policy.

\* Please note that CLLC provides individual language assistance in an office, away from the common student areas, in order to meet the needs of a more serious situation. Here, a student would be allowed to speak their first language in order to express their needs (with staff only, in a designated office).

### **Drug-Free Policy**

I understand and agree with CLLC's "Zero Tolerance" policy towards illegal narcotics. If I bring illegal narcotics to a CLLC location or any social activity the following will occur:

- I will be asked to leave the premises/activity and may be expelled from CLLC (At the discretion of CLLC Management)
- My agent/scholarship sponsor, parents (if I am 18 years or younger) or law enforcement may be contacted.

\* Please note that both the legal smoking and drinking age in some Canadian provinces is 19 years of age.

### **Vacation Policy**

I understand and agree that vacations of one week, or "study breaks", are permitted after ten weeks (Each level). If special circumstances arise during a level I may request a vacation in writing, two weeks before the requested period, with no refund. I will also provide CLLC with two weeks notice if I change my vacation return date.

### **Damages and Outstanding Payments**

I understand and agree that if I damage CLLC property, homestay property or have any outstanding charges I will be required to pay all expenses. All costs must be paid in full before leaving CLLC. If I fail to pay, CLLC has the right to contact my embassy and/or any other parties. CLLC is authorized to deduct the outstanding charges from my tuition, textbook, medical insurance and homestay accounts

### **National Holidays**

CLLC respects Canada's national holidays. If they fall on a Monday or during the week, that week's classes will begin on Tuesday. In the case of bad weather, CLLC will close for the day(s). There are no refunds paid to students in either instance. Please note that you will be charged for homestay and medical insurance during all of these holidays. Tuition will be charged for all holidays except Christmas and New Year.

The list of recognized Canadian national holidays for 2018 below:

Nova Scotia (CLLC Halifax)

Heritage Day - February 19th  
Easter - March 29th - April 2nd  
Victoria Day - May 21st  
Canada Day - July 2nd  
Natal Day - August 6th  
Labour Day - September 3rd  
Thanksgiving Day - October 8th  
Remembrance Day - November 12th  
Christmas: December 24th- December 30th

Ontario (CLLC Ottawa, CLLC Toronto)

Text

Family Day - February 19th  
Easter - March 29th - April 2nd  
Victoria Day - May 21st  
Canada Day - July 2nd  
Civic Holiday - August 6th  
Labour Day - September 3rd  
Thanksgiving Day - October 8th  
Remembrance Day - November 12th  
Christmas: December 24th- December 30th



**Waiver and Release**

I understand and agree that the Canadian Language Learning College and its partners including homestay families are not liable for any injury, loss or unfortunate happening that I may encounter while I am staying at my homestay and/or participating in activities or school events, outings, or any event related to the Canadian Language Learning College. I completely release the Canadian Language Learning College from any possibility of being held liable by myself and/or anyone representing myself. I understand that I must follow and abide by all instructions given by the Canadian Language Learning College staff and if I fail to do so this shall release any claim by me. I also understand that CLLC may take photographs of classes or activities of which I may be included and I give permission to CLLC to use these in school publications, websites or advertising as is deemed necessary.

**Confidentiality**

Please be advised that all personal and academic information collected by CLLC will not be released to any third party representative unless permission has been granted.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ (D) \_\_\_\_\_ (M) \_\_\_\_\_ (Y)

