STUDENT CONTRACT

NAME: ___________________________________________________________________________ ID #: __________________

ADDRESS IN CANADA:

STREET NAME & NUMBER: _____________________________________________________________________________________________

PROVINCE: __________________________ POSTAL CODE: __________________________

PHONE NUMBER: ________________________________________________________________________________________________

EMAIL: ________________________________________________________________________________________________________

REGISTERED PROGRAM: __________________________ DELIVERY METHOD: ___________ IN CLASS ____________

LENGTH OF STUDY: _______________________________________________ HOURS PER WEEK: __________________________

PROGRAM START DATE: __________________________ PROGRAM END DATE: __________________________

TODAY’S DATE: ________________________________________________

STUDENT RIGHTS AND RESPONSIBILITIES

As a student studying at CLLC, I understand, acknowledge and accept that I have certain rights and responsibilities which are detailed in this student contract. Students have the right to fair treatment by staff and students and have the right to complain, either formally or informally, if they deem to have been treated unfairly (see Complaints Procedure below). Students have the responsibility to meet the academic performance requirements of CLLC, follow its policies, treat staff and students with respect, and make prompt payments for tuition, homestay and activity fees that have been incurred.

Admission to CLLC’s Programs

Prior to beginning my studies, I acknowledge receipt of the program, full cost breakdown, program outline and the Student Handbook.

I understand and agree to the following guidelines with regard to admittance:
• Prior to beginning my program of studies, I will write a placement test and will be interviewed by the campus Academic Manager. It is upon the results of these prior assessments that a decision will be made regarding the level and program of study I will be placed in.
• CLLC level equivalency chart below is for general guidance purposes only, it does not guarantee a student admission to any given level.

<table>
<thead>
<tr>
<th>CLLC LEVEL</th>
<th>CANADIAN LANGUAGE BENCHMARK</th>
<th>ENTRY IELTS SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENERAL ENGLISH LEVEL 1</td>
<td>3</td>
<td>0-3</td>
</tr>
<tr>
<td>GENERAL ENGLISH LEVEL 2</td>
<td>4</td>
<td>3.5</td>
</tr>
</tbody>
</table>
Academic Performance Requirements

I understand and agree that I must meet all academic performance and attendance requirements. As such, 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 program completion certificate will be issued by CLLC no later than 30 days after I have successfully completed all course requirements if my account is in good standing. The certificate will indicate my course average and last level completed.
- IELTS and Business classes are offered based on the number of interested students
- My evaluations include: weekly tests, assignments (written and oral), homework, class participation, move up tests and formal and informal meetings with teachers and administration.

Attendance

I understand and agree to the following guidelines with regard 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.

Move Up Policy

I understand and agree to the following process for moving up to a higher level:

In order for students to progress through General English (GE) Program and to advance to the University Pathway Program (UPP) they will have to fulfill the following criteria:

1. meet the required number of hours
2. meet the required marks on weekly tests and assignments
3. receive a passing mark on the move up test

Required Hours in a Level

- A student must reach a minimum of 140 hours by week 9 to qualify for the move up test. This is approximately 90% attendance.

Weekly Tests and Assignments

- A student must have received a minimum average of 75% on their last 4 assignments (essay/presentation) in order to qualify for the move up test.

Move Up Test

- At week 9 students will write the move up test. This is an assessment of the student’s work to date in the level. Students will be tested on all material covered in the reading and writing textbook.
- Students will receive their mark on Thursday in the week following their move up test. Students must attend and complete all tests and assignments in the week following their move up test.

<table>
<thead>
<tr>
<th>General English Level</th>
<th>Required Hours</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>5</td>
<td>4.0</td>
</tr>
<tr>
<td>Level 4</td>
<td>6</td>
<td>4.5</td>
</tr>
<tr>
<td>Level 5</td>
<td>6.5</td>
<td>5.0</td>
</tr>
<tr>
<td>Level 6</td>
<td>7</td>
<td>5.5</td>
</tr>
<tr>
<td>University Pathway Program</td>
<td>8</td>
<td>6.0</td>
</tr>
</tbody>
</table>
If a student receives a mark of 75% or more, they will be able to move up one week after writing their move up test.

If a student receives a mark between 70-74%, they will remain in their level for one week after writing their move up test and be required to get an average of 75% on all tests and assignments during this week. If they do not reach this requirement, then they will remain in the level until the requirement is met.

If a student receives a mark between 45-69%, they will remain in their level for a least two weeks after writing the move up test and be required to get an average of 75% on all assignments and tests for two consecutive weeks. If they do not reach this requirement, then they will remain in the level until the requirement is met.

If a student receives a mark below 44%, and they have not been able to get an average of 75% on all assignments and tests for two consecutive weeks, they will write the move up test again at week 16.

If a student has an average of A or higher, the teacher can suggest that the move up test be written at week 8. This is an exception to the rule and is at the discretion of the teacher and the Academic Manager. However, if a student feels ready to write the move up test before week 8, they have the opportunity to do so one time only.

**Academic Dishonesty**

I understand and agree to the following:

Academic dishonesty or academic misconduct is any deliberate attempt to cheat, falsify, deceive, make up or tamper with any academic information, data, reports, records, tests or assignments. It may include the following:

- **Cheating** - This occurs when students use unauthorized information or assistance from others on a test or academic assignment or when they provide others with unauthorized information or assistance. An example would be copying another student's answers or sharing answers on a test.

- **Plagiarism** - This occurs when students deliberately submit or present ideas or words from another source as their own (without properly acknowledging the source). Examples are word for word copying, paraphrasing, making up references or submitting another person's work as your own.

- **Fabrication or Falsification** - This occurs when students invent or counterfeit academic information or data. Falsification occurs when students deliberately change academic information or data. Examples are creating nonexistent references and altering grades.

- **Multiple Submissions** - This occurs when students submit work that has already earned academic credit without authorization. Submitting the same paper in different classes or twice in the same class to receive two separate grades is an example.

- **Sabotage** - This occurs when students deliberately try to stop others from doing or completing their work. Examples are stealing or destroying another student's notes, or an assignment or textbook.

- **Complicity** - This occurs when students deliberately help another to be academically dishonest. An example is giving another student a copy of a test or test question without authorization.

- **Deception** - This occurs when students give false information about an academic exercise. Examples are lying to get an extension on an assignment or to be excused from a test.

- **Misuse of Academic Materials** - This occurs when students use them with the intention of being academically dishonest. An example is distributing or selling academic materials to others.

CLLC students are to be responsible for their own learning and to approach their learning with integrity, fairness and honesty. If an instructor suspects a student has engaged in or is engaging in academic dishonesty, he or she will arrange to meet with the student in private to discuss the suspected violation of academic standards. A full explanation of the violation and how to avoid it will be offered. If this is a student's first offence, he or she may be asked to redo an assignment or to rewrite a test.

For subsequent offences, the student may face a reduced grade or a zero depending on the seriousness of the infraction and will be given a warning letter that will remain in the student's file. If the behaviour continues
unchanged, the student will meet with the Academic Manager or Director to discuss his or her continuation of studies at CLLC.

**Academic Complaint Procedure**

Students have the right to fair treatment by staff and students and have the right to complain either formally or informally, if they deem to have been unfairly treated. The Complaint Committee is set up to deal with complaints from students such as requesting a change in grade for a test, assignment, report or program they have been enrolled in or receiving unfair treatment from a staff member or student.

Complaints Procedure:

1. Students have the right to attempt an informal resolution first before making a formal complaint to the Complaints Committee. Informal resolution involves discussing the issue with your instructor, Academic Manager or Campus Director. Informal complaints will be dealt with in a timely manner to ensure that the student and all other parties concerned have agreed that the issue has been successfully resolved.
2. If the student deems the informal process was unsuccessful, he or she may request that a formal complaint process begin.
3. The formal process requires that the student submit a written request and any supporting documentation to their Campus Director describing the nature of the complaint in detail.
4. Complaints must be submitted within two weeks of the original incident or incidents causing the complaint. Complaints submitted after this time will not be heard. Students can request an extension of this deadline in extraordinary circumstances.
5. The Campus Director will review the documentation and determine if the request for an appeal will be presented to the Complaints Committee.
6. The Campus Director will inform the student of the time and location of the Complaints Hearing.
7. The Hearing will take place within one week of submitting the formal complaint.
8. The student must be present at the Complaints Hearing. The student may be accompanied by another person during the complaint process.
9. The Committee will hear and consider the complaint. The Committee will discuss the outcome and any decision to be made.
10. The student will be notified of its decision in writing by their Campus Director within a period of 7 days.

**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 (on your first day you will be given a warning only):

- 1st, 2nd, 3rd, 4th offence - 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 offence - 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).

**Scent-Free Policy**

I understand that wearing scented products like perfume, cologne, body spray, lotion, etc is not permitted at CLLC. I also understand that I may be asked to go home and change my clothes if the scent is in the clothing. Many public spaces in Canada are Scent Free to protect those who have reactions to scents. We thank you in advance for your consideration of others.

**Smoke-Free Policy**
To protect and enhance CLLC’s indoor air quality and to contribute to the health and well-being of all students and employees, CLLC is entirely smoke free. Additionally, the use of all tobacco and cannabis products including chewing tobacco and electronic cigarettes or vaping products is banned from CLLC workplace.

Smoking is prohibited in all of the enclosed areas within CLLC, without exception. This includes but is not limited to classrooms, meeting rooms, private offices, hallways, restrooms, student lounge and all other enclosed facilities.

Smoking is only permitted in designated smoking areas, outside of the CLLC campus.

**Drug and Alcohol-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 most 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. A vacation cannot be requested once the week has begun, for example requesting a vacation on a Tuesday of the requested week off. I will also provide CLLC with two weeks notice if I change my vacation return date.

**National Holidays**

CLLC observes Canada’s national holidays. If the holiday falls on a Monday that week’s classes will begin on Tuesday. If the holiday falls on a weekday, CLLC will be closed. If the holiday falls on the weekend, the holiday will be observed on the following Monday. In the case of inclement 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 Boxing Day.

Recognized National Holidays for 2020:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW YEAR’S DAY</td>
<td>TUESDAY, JANUARY 1, 2020</td>
</tr>
<tr>
<td>FAMILY DAY (ON) / HERITAGE DAY (NS)</td>
<td>MONDAY, FEBRUARY 17, 2020</td>
</tr>
<tr>
<td>GOOD FRIDAY</td>
<td>FRIDAY, APRIL 10, 2020</td>
</tr>
<tr>
<td>EASTER MONDAY</td>
<td>MONDAY, APRIL 13, 2020</td>
</tr>
<tr>
<td>VICTORIA DAY</td>
<td>MONDAY, MAY 18, 2020</td>
</tr>
<tr>
<td>CANADA DAY</td>
<td>WEDNESDAY, JULY 1, 2020</td>
</tr>
<tr>
<td>CIVIC HOLIDAY (ON) / NATAL DAY (NS)</td>
<td>MONDAY, AUGUST 3, 2020</td>
</tr>
<tr>
<td>LABOUR DAY</td>
<td>MONDAY, SEPTEMBER 7, 2020</td>
</tr>
<tr>
<td>THANKSGIVING DAY</td>
<td>MONDAY, OCTOBER 12, 2020</td>
</tr>
</tbody>
</table>
**Please note that for the Winter Holidays, CLLC will be closed Monday, December 24th, 2020 to Friday, January 1, 2021. CLLC will reopen on Monday, January 4th, 2021.**

### PAYMENT SCHEDULE OF FEES, REFUNDS AND DAMAGES

#### Fees

I understand and agree that all fees must be paid 4 weeks before the start of my program. Additionally, I understand that any fees I send to CLLC in advance of my start date will be held in trust until the day I start my course, at which point the funds will be moved from CLLC’s Trust Account into CLLC’s Main Account.

Furthermore, I understand and agree to the following conditions:

- 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.
- Any and all refunds may take up to 30 days for processing.
- 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, or weekly and payment is required in advance of the Winter Break.
- CLLC has the right to increase fees without prior notice.
- CLLC ID cards are valid until the course end date.

#### Refund Policy

I understand and agree to the following guidelines with regard to CLLC’s refund policy:

Any refunds are given at the discretion of management and cancellation fees may apply. 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 to me or my immediate family during the academic year that requires my return to my home country.

**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

<table>
<thead>
<tr>
<th>REMEMBRANCE DAY</th>
<th>WEDNESDAY, NOVEMBER 11, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHRISTMAS DAY</td>
<td>FRIDAY, DECEMBER 25, 2020</td>
</tr>
<tr>
<td>BOXING DAY</td>
<td>MONDAY, DECEMBER 28, 2020</td>
</tr>
</tbody>
</table>
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.
- For eligible refunds, I will receive 80% of any unused homestay fees or 100% medical insurance fees.
- 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.

**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.

**HOMESTAY REQUIREMENTS**

I understand and agree to the following guidelines with regard to CLLC’s Homestay Program:

- CLLC requires Homestay fees four weeks prior to my stay or extension. CLLC pays the host family.
- Homestay payments are kept in individual students accounts with CLLC.
- CLLC pays its homestay hosts 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 allows students to change their homestay without a fee. All issues are resolved within 48 hours through CLLC’s “Total Quality Management” System.
- If you would like to make a change to your homestay situation, you must give notice one week prior to your final paid day in homestay.
- 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 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 $200.00.
- 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 $40.00/night.
- If I decide to leave the Homestay Program, I must inform CLLC officially one week in advance. I will be required to make payment for the one week notice if notice was not given in writing. CLLC will issue an 80% refund to me for any unused remaining homestay balance minus any due homestay fees.
- If I decide to leave the Homestay Program during my first “four weeks cycle payment” I must inform CLLC officially two weeks in advance. CLLC cannot guarantee any refunds if payment has been made to homestay host despite the two weeks notice. CLLC will issue an 80% refund to me for any unused remaining homestay balance that remains in my individual CLLC account.
- 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.
HARASSMENT COMPLAINT POLICY AND PROCEDURE

CLLC Inc., is committed to a healthy, harassment-free work environment for all our students. CLLC has developed a company wide policy intended to prevent harassment of any type, including sexual harassment, of its students and to deal quickly and effectively with any incident that might occur. This policy covers all behaviours that occur on CLLC premises or in other settings where CLLC-related activities occur. This policy applies to all CLLC students.

Definition of Harassment:

Harassment occurs when a student is subjected to unwelcome verbal or physical conduct because of race, religious beliefs or creed, colour, place of origin, gender identity or expression, physical or mental disability, age, ancestry, ethnic or aboriginal origin, citizenship, marital status (including single status), source of income, family status or sexual orientations, and sex (including pregnancy). Nova Scotia and Ontario Human Rights Law prohibits workplace harassment based on these grounds. Protected grounds under human rights law may also include: record of criminal offences, irrational fear of contracting an illness or disease, political belief, affiliation or activity, association with protected groups or individuals, or other grounds as human rights laws are amended from time to time.

Harassment includes derogatory or vexatious conduct or comments that are known or ought reasonably to be known to be offensive or unwelcome. Harassment may be verbal, physical, written or electronic. Comments or conduct can amount to harassment if directed at another person who reasonably finds the behaviour is unwelcome, personally offensive, or fosters a toxic work or learning environment.

Examples of harassment that will not be tolerated at CLLC are: verbal or physical abuse, threats, derogatory remarks, innuendo or taunts related to any employee’s race, religious beliefs, colour, gender, physical or mental disabilities, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. CLLC also will not tolerate the display of pornographic, racist or offensive signs or images, practical jokes that in awkwardness or embarrassment, and unwelcome invitations or requests, whether indirect or explicit.

Definition of Sexual Harassment:

Sexual harassment includes comments, gestures or physical conduct of a sexual nature where an individual knows or ought reasonably to know that the behaviour is unwelcome and personally offensive to the recipient or to onlookers.

According to the Nova Scotia Human Rights Commission (https://humanrights.gov.ns.ca/) and the Ontario Human Rights Commission (http://www.ohrc.on.ca/en), sexual harassment can include such things as pinching, patting, rubbing or leering, “dirty” jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature. The behaviour need not be intentional in order to be considered sexual harassment.

All harassment is offensive and in many cases it intimidates others. It will not be tolerated within CLLC campuses or on CLLC activities.

Policy Exemptions:

The following practices, provided they are conducted in a professional manner, are not considered to fall within the scope of this policy:

1. appropriate supervision and performance appraisal, including training, direction, instruction, evaluation and counselling
2. appropriate disciplinary action consistent with CLLC policies and legal or contractual obligations
3. other routine interactions, including interpersonal conflicts or difficulties which from time to time may arise

A. COMPLAINT PROCEDURE

If you are being harassed:
1. Tell the harasser that their behaviour is unwelcome and ask them to stop. It is acknowledged that in some instances this is not possible or appropriate. If you are unable to communicate directly with the harasser, report your concerns to your teacher or other supervisory personnel. A student who observes an incident that they reasonably believe is harassment should take the incident seriously and address the incident directly by speaking with the individuals involved or by report it to their teacher or other supervisory personnel.

2. Keep a record of incidents (dates, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to make a complaint, but a record can strengthen your case and help you remember details over time.

3. Make a formal complaint by reporting the problem to one of the following individuals at your campus:
   A. Teacher
   B. Academic Manager
   C. Campus Director
   D. Any CLLC staff member you feel comfortable approaching

4. You also have the right to contact the Nova Scotia Human Rights Commission or to the Ontario Human Rights Commission to make a complaint of sexual harassment and you can report any incident of assault that has occurred to the following Organizations.

B. DEALING WITH A COMPLAINT

1. Once a complaint is received, it will be kept strictly confidential except to the extent necessary to investigate and resolve the matter. An investigation will be undertaken immediately by senior management and all necessary steps taken to resolve the problem. If appropriate, the actions taken to resolve the complaint may include conciliation.

2. Both the complainant and the alleged harasser will be interviewed separately, as will any individuals who may be able to provide relevant information. All information will be kept in confidence except to the extent necessary to investigate and resolve the matter. Records concerning complaints, conciliations and investigations will be retained and stored in a secure and confidential manner.

3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include immediate ejection if perpetrated by a CLLC student. The incident will be documented in the harasser’s file. No documentation will be placed in the complainant’s file when the complaint has been made in good faith, whether the complaint is upheld or not.

4. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser. Both the complainant and the alleged harasser will be notified in a timely manner of the decision in writing, by the Campus Director/Manager.

5. Regardless of the outcome of a harassment complaint made in good faith, the student lodging the complaint, as well as anyone providing information during the investigation will be protected from any form of retaliation by either CLLC Staff or members of the student body. Retaliation includes dismissal, demotion, unwanted transfer, denial of opportunities within the company or harassment of an individual as a result of having, in good faith, made a complaint or having provided evidence regarding the complaint.

6. In certain cases, provincial law may dictate that the local police be involved in the process from the beginning or that they will head an external investigation.

C. RESPONSIBILITY OF MANAGEMENT

As a CLLC student you must know that it is the responsibility of a director, manager or any person within CLLC, to take immediate and appropriate action to report or deal with incidents of harassment of any type, whether
brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

CLLC seeks to provide a safe, healthy and rewarding work environment for its employees. Harassment will not be tolerated within this company. If you feel that you are being harassed, contact us. We want to hear from you.

<table>
<thead>
<tr>
<th>CLLC HALIFAX</th>
<th>CLLC OTTAWA</th>
<th>CLLC TORONTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natalie Maclsaac</td>
<td>Dale Corley</td>
<td>Jessica Rumble</td>
</tr>
<tr>
<td>Campus Director</td>
<td>Campus Director</td>
<td>Senior Campus Manager</td>
</tr>
<tr>
<td>5201 Duke Street, Unit 0230</td>
<td>333 Preston Street, 4th Floor</td>
<td>290 Lawrence Avenue West</td>
</tr>
<tr>
<td>Halifax, Nova Scotia, Canada B3J 1N9</td>
<td>Ottawa, Ontario, Canada K1S 5N4</td>
<td>Toronto, Ontario, Canada M5M 1B3</td>
</tr>
<tr>
<td>902.462.9577</td>
<td>613.237.8000</td>
<td>416.784.0550</td>
</tr>
</tbody>
</table>

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.

STATEMENT OF ACKNOWLEDGEMENT

I understand and agree to the conditions stated in this contract including:

- Making 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 these 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.
- Understanding that CLLC will not, at any time, retain my passport, study permit or any such travel document.
- Acknowledging that CLLC has the right to change the terms and conditions within this contract without notice.

STUDENT SIGNATURE: _______________________________ DATE: ________________

ADMINISTRATION SIGNATURE: ________________________ DATE: ________________