



## Terms, Conditions and Policies

### 1. GENERAL INFORMATION

#### Minimum Age

Students must be 10 to 17 years of age to enroll in any Teenager French Program in Quebec City.

#### Afternoon Program

An afternoon program can be taken in combination with the morning Core French program for teens. An afternoon program cannot be taken independently.

#### Custodianship Services

A custodian located in Canada is required for all unaccompanied minors who need to apply for a visa to enter Canada.

#### Letter of Acceptance

If you need a tourist visa to enter Canada, Eduinter sends you a "letter of acceptance" as soon as we receive the minimum deposit. The letter of acceptance may be required by the Government of Canada to process your visa application.

#### Tourist Visa

Eduinter recommends that you consult the Canadian embassy or consulate in your country of residence for information regarding the entry procedure to Canada. You may require a Temporary Resident Visa to visit Canada. Canadian authorities will tell you how to proceed.

#### Medical Insurance

Health insurance is mandatory for all visitors from outside of Canada. Upon your arrival at Eduinter and prior to the start of your course, you will be asked for a proof of medical insurance. If you don't have obtained proper medical insurance, Eduinter can arrange it for international students upon their arrival. Canadian students are covered for emergencies in Quebec through their provincial health plan.

#### Airport Pickup

Unaccompanied minors must request the transfer service to and from their point of arrival. If

on arrival day, the flight is cancelled or modified and the arrival time planned changes, students are responsible for communicating this change as soon as possible by calling the emergency number of Eduinter. By doing so, students make sure that Eduinter makes the necessary modifications. Should Eduinter not be notified, the representative of Eduinter is not under any obligation to wait for students or to return to the airport; students must then go to their accommodation by their own means.

#### Course Attendance

Unauthorized absences are registered in the students' file. Attendance to classes and camp is mandatory for all students, except for justified medical reasons. The course completion certificate is only handed to students who attended 100% of the classes.

#### Dispute Resolution

If students have a complaint regarding the courses, another student, a professor or another staff member, the director must be informed. The director will discuss the complaint with the student to find a suitable solution.

#### Accommodation

Homestay or residence accommodation normally begins the Sunday prior to your start date and ends the Saturday immediately following your last class. Accommodation is invoiced on a per night basis. When students require additional nights in residence, they must participate in all mandatory excursions and activities; these will be added to the invoice.

### 2. PAYMENTS

#### Validity of Fees – Summer 2024

Rates will be valid from August 1<sup>st</sup>, 2023 to August 1<sup>st</sup>, 2024. Note that registrations for Summer 2024 received before December 31<sup>st</sup>, 2023 are invoiced at the rate of 2023.

#### Credit Card Payments

An additional **3,95%** will be charged to all payments done with credit card VISA, MasterCard.

#### Administrative Fees

\$400CAD fee (non-refundable) covers the administrative costs related to the registration process, and preparations required for receiving the student into the program. This fee is included in the package program.

#### Registration and Confirmation Procedure

You may get our registration form by making the request to Eduinter. Upon reception of your registration, we confirm your registration and send your invoice. Your invoice includes the total amount of your French immersion stay. The registration must be confirmed with a minimum deposit of **25% of the amount of the total invoice or \$400CAD**, whichever is highest.

#### Payment Due

Payment of the invoice must be settled in its entirety 30 days prior to the beginning of the French immersion program at Eduinter.

### 3. CANCELLATION AND REFUND POLICIES

#### Refund Policies

Any request for partial or total reimbursement of your program must be made by written notification and sent to Eduinter for analysis. If you are eligible for a refund, it will be made within 60 business days. Eduinter will retain the sum of administrative fees of \$400CAD and the difference will be refunded.

#### Program fees

All fees are detailed on the invoice; after validation by the management, you will be refunded the following percentage of your invoice detailed below:

- More than 30 days or more before the program start date: 75% of the total program amount.

- Between 29 and 4 days before the program start date: 50% of the total program amount.

- 3 days before the program start date: no refund.

In any cases, **25%** of the amount of the total invoice is not refundable.

If you cancel in writing or are dismissed from Eduinter after your arrival, no refund is possible.

#### NON REFUNDABLE FEES

**The 25% deposit of the invoice are not refundable. It includes registration and accommodation placement fees.**

#### Medical insurance

Once the student is arrived in Canada, medical insurance is not refundable.

### 4. CHANGE POSTPONEMENT POLICIES

#### Afternoon Program or Excursion Changes

Students wish to modify their afternoon program or excursions after their arrival in Quebec must ask their parents to send a written request to the director. When the request is made one week or more before the change, a Change Fee of **\$150CAD** is invoiced to students. If the change is requested in less than one week's notice, an Urgent Change Fee of **\$250CAD** is invoiced to the student. Students must also pay any difference in price for the new option of their choice.

#### Accommodation Changes

Students' natural parents may ask for a change of accommodation for justifiable reasons of discomfort or of non-compatibility with one or several members of a host family chosen by Eduinter. To request a change of accommodation, the students' natural parents must request the change in writing to a team member. A change

decision is always done under Eduinter agreement and validation. When the change request is made within the first week of arrival, the change is made after the first week of arrival, a **Change Fee of \$100CAD** is invoiced to students. In the event that request is made with less than 1 week's notice, an Urgent Change Fee of **\$200CAD** is invoiced to the student. In both cases, students are responsible for the costs of moving from one place of accommodation to another.

#### DISCLAIMER

Eduinter reserves the right to change start dates, programs, and course curriculum at any time without prior notice. The fees, dates and conditions listed in our brochure are subject to change at any time without prior notice. Eduinter accepts no responsibility whatsoever for any loss or damage to the personal belongings or property of a student participant or for any injury to or death of a student or program participant occurring on or off school property.

