

General terms and policies

1. GENERAL INFORMATION

Minimum Age

Students must be at least 16 years of age to enroll in the year-round French Program in Quebec City. Students under age 18 require a written authorization from a parent or legal guardian. International students under age 18 must have a guardian appointed in Quebec.

Visa, Study Permit and CAQ

If your stay is longer than 182 days, you must apply for a Temporary Resident Visa to visit Canada; but you do not require a Study Permit if your stay is 182 days or less. Edu-inter recommends that you consult the Canadian embassy or consulate in your country of residence for information regarding the entry procedure to Canada. For a CAQ (Quebec Certificate of Acceptance) and a Study Permit - Canadian authorities will tell you how to proceed. If you study without a permit or if you violate the conditions of your visa, you will be asked to leave Canada. Edu-inter can assist you with the CAQ application. However, you must submit your study permit application at the Canadian consulate of your place of residence.

Letter of Acceptance

If you need a visa and/a study permit to enter Canada, Edu-inter will send you a "letter of acceptance" as soon as we receive your deposit. The letter of acceptance is required by the Government of Canada to process your visa/permit application.

Dispute Resolution

If students have any complaints, a member of the direction must be informed. Edu-inter will always work to find a suitable solution.

Course Tuition

The Edu-inter rates are valid from September 1st, 2023 to August 31st, 2024. Please note that a registration made for the following year is invoiced at the current year rates.

Host Family Accommodation

Homestay 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.

Course Attendance

Unauthorized absences are registered in the students' file. The course completion certificate is only handed to students who attended at least 80% of the classes.

Books

Every time you move up to a new level, a book is required.

2. PAYMENTS

Registration and Confirmation Procedure

Upon reception of your registration document, we will 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 payment of 25% of the total invoice** (application fee and if applicable accommodation placement fee), whichever is highest.

Payment Due

Payment of the invoice must be finalized in its entirety 30 days prior to the beginning of the French immersion program at Edu-inter.

Credit Card Payments

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

LOA

If a student needs various LOA (Letters Of Acceptance), the 2 first ones are free but the student will be charged from the third one on.

3. CANCELLATION AND REFUND POLICIES

Any request for partial or total reimbursement of your program must be made by written notification and sent to Edu-inter for analysis.

Tuition fees

If a student decides to cancel his program, a percentage of **25% of the total tuition fees is not refundable**. If you cancel in writing before your arrival, after validation by the management, you will be refunded the following percentage of your tuition fees:

- More than 30 days or more before the program start date: **75%** of the total fees due.
- Between 29 and 4 days before the program start date: **50%** of the total fees due.
- 3 days before your first day of class: zero refund

If you cancel in writing or are dismissed from Edu-inter after your arrival, there will be no refund.

If a student is eligible for a refund, he will receive the refund within 60 business days.

NON-REFUNDABLE FEES

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

Work experience and volunteer

Placement fees are non-refundable less than 4 weeks prior to the start date.

Visa Refusal

If a Study Permit or Visa is denied, Edu-inter retains the amount of \$350CAD + the following fees (if requested by the student) CAQ management fee, courier of documents abroad; the balance will be refunded.

4. CHANGE, POSTPONEMENT POLICIES

General Change Fee

In order to request a change of course or additional services, students must complete a change request form and present the request to a team member. When the request is made one week or more before the change, no additional fees will be charged. If the change is requested with less than one week's notice, or during the program, an Urgent Change Fee of **\$200CAD** is invoiced to the student. Extensions are free of charge.

Holidays taken by student

If a student decides to take holidays after his course has started, he must inform Edu-inter in writing specifying the dates and duration, **at least one (1) week in advance**, to compensate for the absent period at a later time. Only complete weeks are considered. This excludes host family accommodation; students must pay during their absence if they wish to go back to the same hosts after their vacation. The additional weeks of lodging are invoiced to students. If students cannot extend their stay to compensate for their vacation, no refund will be made.

If a student wants to take a break, this period can't exceed more than 3 business weeks.

Accommodation Change Fee

Any change of accommodation has to be motivated by serious and reasonable reasons (discomfort, non-compatibility with members of the family...) **and validated by the management.**

Edu-inter reserves the right to charge \$200CAD of fees if the reason of change is not justifiable.

Accommodation fees

Cancellations received **more than three weeks** prior to student's arrival date will be reimbursed in full.

Residences

If the student requests a change or cancel his stay there will be no refund.

Medical insurance

Medical insurance is refundable if the cancellation request is received **prior to the student's arrival.**

Airport Pickup Fee

If a student cancels the airport pick up a minimum of **4 days before** the arrival date, fees will be reimbursed.

Credit note

The duration of the credit note is decided by the administration. The credit note is **not transferable** to another person.

DISCLAIMER

Edu-inter reserves the right to change start dates, programs, and course curriculum at any time without notice. The fees, dates and conditions listed in our brochure are subject to change at any time without prior notice. Edu-inter 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.