



Terms, Conditions and Policies

Minimum Age

Students must be at least 16 years of age to enrol 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

Edu-inter recommends that you consult the Canadian embassy or consulate in your country of residence for information regarding the entry procedure to Canada. You do not require a Study Permit if your stay is 182 days or less, but you might need a Temporary Resident Visa to visit Canada. If your stay is longer than 182 days, you must apply for a CAQ (Quebec Certificate of Acceptance) and a Study Permit - Canadian authorities will tell you how to proceed. In the event that 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.

Medical Insurance

Upon your arrival at Edu-inter and prior to the start of your course, you are asked for a proof of medical insurance purchased before departure from your country of origin. It is very important that you be insured. If you do not have obtained proper medical insurance, Edu-inter can arrange medical insurance for you the very same day.

Course Tuition

The Edu-inter rates are valid from January 1st to December 31st of a given year. Please note that a registration for the following year made no later than October 31st of the current 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.

Registration and Confirmation Procedure

You may get our registration form by making the request to Edu-inter. Send the form duly completed by mail, email or fax. 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 payment of 25% of the amount of the total invoice or the sum of administrative fees (application fee and

accommodation placement fee), whichever is highest. Valid from September 1st, 2020 to August 31st, 2021.

Letter of Acceptance

If you need a visa and/a study permit to enter Canada, Edu-inter sends you a “letter of acceptance” as soon as we receive the minimum payment. The letter of acceptance is required by the Government of Canada to process your visa/permit application.

Registration Fee

A non-refundable Registration fee is required. This fee covers the administrative cost of the registration process.

Books

Books are sold on site and must be paid on the first day of your course. Every time you move up to a new level, a new set of books is required.

Accommodation Placement Fee

A non-refundable Accommodation Placement fee is required in the case where you request for accommodation services from Edu-inter. This fee covers the administrative cost of planning the accommodation in a host family, an apartment, a bed and breakfast or a hotel.

Accommodation Change Fee

Students may ask for a change of accommodation for justifiable reasons of discomfort or of non-compatibility with one or several members of a family chosen by Edu-inter. To request a change of accommodations, students must complete a change request form and present the signed change request form to the director. When the change of accommodation request is made within the first week of arrival in the host family, the change is made at no additional fee. When the request is made after the first week of arrival in the host family, a Change Fee is invoiced to students. In the case where the change of accommodation is requested with less than 1 week’s prior notice, an Urgent Change Fee is invoiced to the student. In both cases, students are responsible for the costs of moving from one place of accommodation to another.

General Change Fee

In order to request a change of course or additional services, students must complete a change request form and present the signed change request form to the director. When the request is made one week or more before the change, a Change Fee is invoiced to students. In the case where the change is requested with less than one week’s notice, an Urgent Change Fee is invoiced to the student.

Airport Pickup Fee

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 Edu-inter. By doing so, students make sure that Edu-inter makes the necessary modifications. Should Edu-inter not be notified, the representative of Edu-inter is not

under obligation to wait for students or to return to the airport; students must then go to their accommodation by their own means and the airport pickup fee is not refunded. If you cancel the airport pick up a minimum of 4 days before the arrival date, these fees will be reimbursed. If the cancellation is made less than 4 days before the arrival date, the pick up fees will not be reimbursed.

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.

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.

Holidays taken by students

If students decide to take holidays after their course has started, they must inform Edu-inter in writing specifying the dates and duration, at least one (1) week in advance, in order 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.

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 in order to find a suitable solution. If the dispute involves the director, a written complaint must be sent to the President of the Board of directors of Edu-inter, he/she will meet the concerned parties in order to reach an acceptable agreement.

Credit Card Payments

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

REFUND POLICIES

To receive a refund on any component of your program, you must give Edu-inter written notice that you intend to withdraw from the program in which you have enrolled.

Visa Refusal

If your Study Permit or Visa is denied, Edu-inter will retain the amount of \$200 + the following fees (if requested by the student) CAQ management fee, courier of documents abroad; the difference will be refunded.

If you are eligible for a refund under any of the conditions described below, you will receive the refund within 30 days of Edu-inter receiving written notice of cancellation or Edu-inter's dismissal notice to you.

Non-refundable fees

Registration and accommodation placement fees are not refundable.

Other administrative fees

Work experience and volunteer placement fees are refundable up to 4 weeks before the start date. For cancellation requests received less than 4 weeks prior to the start date, there will be no refund.

Tuition fees

Tuition fees, including French courses and workshops, are detailed on the invoice. If you cancel in writing before your arrival, 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
- Less than 30 days before the program start date: 50% of the total fees due

If you cancel in writing or are dismissed from Edu-inter after your arrival, you will be refunded the following percentage of your tuition fees:

- Less than 30% of program completed: 30% of total fees
- More than 30% of program completed: 0% (no refund)

Medical insurance

Medical insurance is refundable as long as the cancellation request is received prior to the student's arrival. Once the student has arrived in Canada, medical insurance is non refundable.

Accommodation fees

Cancellations received more than two weeks prior to student's arrival date will be reimbursed in full. In the case of cancellation requests received one week or less before the student's arrival, or once the student has arrived, accommodation fees for 4 weeks following the date of the cancellation request will not be refundable.

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.