

2025 LEARN A LANGUAGE ABROAD

WITH KAPLAN INTERNATIONAL LANGUAGES

PRICES, DATES, AND TERMS & CONDITIONS

Why choose Kaplan?

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These prices are in the local currency of each destination. For further information about our excellent range of destinations and study programs, please see the Kaplan International 2024 worldwide brochure or visit www.kaplaninternational.com. Prices are correct at the time of publishing online (September 2023) and are valid for courses starting in 2023/2024. Kaplan has the right to change prices based on tax increases, governmental actions, or other events beyond Kaplan's control. Exam fees are not included in exam course prices but are available on request. Details of what course fees include – plus further supplements/ deposits (courier, change, materials, housing, etc.) – are listed in the Terms and Conditions and also at www.kaplaninternational.com/privacy.



WHY CHOOSE KAPLAN?



OVER 80 YEARS OF EXCELLENCE

Kaplan has been teaching languages long enough to know what students need and the challenges a language school can face as a business. We have schools in 7 countries around the world and other divisions specializing in different areas of education.



FINANCIAL STABILITY

Kaplan International Languages is part of a very successful, publicly listed American company, Kaplan Inc., and is part of a large network of education and training institutions across many industries.



HIGH ETHICAL STANDARDS

Corporate social responsibility is one of Kaplan International Languages' main focuses. Kaplan does what it can to support the communities in which we operate, ensuring everything we do has the best interests of others at heart. We are careful to follow all commercial rules in the countries where our schools are located and have no complaints listed in local industry organizations made against us.



NO 'TOO-GOOD-TO-BE-TRUE' PROMOTIONS

Large discounts ultimately compromise the quality of the education you are receiving. Kaplan always ensures that your experience will be of the highest standard. We only ever offer promotions to add value to your booking - this will never result in us cutting corners or including hidden costs that normally follow such business practices.



GUARANTEED PROGRESS

On selected Intensive English courses in most countries, we can guarantee that you will improve by at least one level of proficiency mapped to the Common European Framework of Reference (CEFR) every 10 weeks. Unlike many language schools, our proficiency levels don't give you a false sense of progress - by the end of your course, you will see significant improvement. Always check what a "level" really means in a school, and if it's backed up by research.



A LARGE NETWORK OF PARTNER UNIVERSITIES AND INSTITUTIONS

Kaplan has specialized divisions for various professions and strong working partnerships with some of the best universities in the US, UK and Australia, helping you to pursue your higher education goals.



HIGHLY RATED ON TRUSTPILOT

Kaplan International Languages has an 'Excellent' Trustpilot rating, based on reviews from our former students.



FULLY ACCREDITED

Kaplan International Languages is fully accredited in all the markets in which we trade. We take the advice of regulatory bodies very seriously to ensure that the product we offer is the best it can be for language students.

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	315	310	280	235
Semi-Intensive English	340	335	300	260
Intensive English	400	390	350	300
Business Supplementary (subject to availability)	400	390	350	300
IELTS Supplementary	400	390	350	300
Semi-Intensive Academic Semester/Year	-	-	-	260
Intensive Academic Semester/Year	-	-	-	300
General Academic Semester/Year	-	-	-	235
50+ Languages Abroad	400	-	-	-

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
50+ Languages Abroad	2 weeks	-	12-May, 01-Sep

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	205
	Single	14 Meals/wk	Shared	18	225
	Single	14 Meals/wk	Private	18	285
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	225
	Under 18 Single	14 Meals/wk	Shared	16	245
	Under 18 Single	14 Meals/wk	Private	16	305
Student Castle	Studio	No Meals	Private	18	490

* Only available to students who book and travel together

TRANSFER SERVICE FEES

(GBP £)

(GBP £)

Destination	Price	Notes
Heathrow Airport	370	Taxi (one way)
Gatwick Airport	430	Taxi (one way)
Bristol Airport	165	Taxi (one way)
Stansted Airport	510	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES

(GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

TUITION UPGRADES & ADD-ONS

• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	280	275	245	215
Semi-Intensive English	305	300	270	235
Intensive English	360	350	315	270
Business Supplementary	360	350	315	270
Cambridge General (B2, C1) - 12 weeks	-	-	245	-
Cambridge Intensive (B2, C1) - 12 weeks	-	-	315	-
IELTS (Supplementary, Intensive)	360	350	315	270
Semi-Intensive Academic Semester/Year	-	-	-	235
Intensive Academic Semester/Year	-	-	-	270
General Academic Semester/Year	-	-	-	215

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
Cambridge General/Intensive - 12 weeks	12 weeks	-	B2 First - 24-Mar C1 Advanced - 31-Mar

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	180
	Single	14 Meals/wk	Shared	18	200
	Single	14 Meals/wk	Private	18	255
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	200
	Under 18 Single	14 Meals/wk	Shared	16	220
	Under 18 Single	14 Meals/wk	Private	16	275
Host Residence	Single	No Meals	Private	18	315
Lansdowne Point	Single	No Meals	Private	18	305
Lansdowne Point (U18) **	Single	No Meals	Private	16	335
Oxford Point Residence	Single	No Meals	Private	18	315

* Only available to students who book and travel together
** Lansdowne Point (U18) Residence Rooms, ensuite, single occupancy, no meals, available for 16-17 year olds during 28/06/2024 to 23/08/2024

TRANSFER SERVICE FEES (GBP £)

Destination	Price	Notes
Heathrow Airport	275	Taxi (one way)
Gatwick Airport	310	Taxi (one way)
Southampton Airport	180	Taxi (one way)
Luton Airport	385	Taxi (one way)
Bournemouth Airport	125	Taxi (one way)
Central London Transfer	420	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES (GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

(GBP £)

TUITION UPGRADES & ADD-ONS

• Super Intensive Upgrade (9 hours/12 lessons per week)	140
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60
• Close To School - up to 45 mins (Subject to availability) (per week)	55

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	330	325	295	245
Semi-Intensive English	360	355	315	270
Intensive English	415	405	370	315
Business Supplementary	415	405	370	315
IELTS (Supplementary, Intensive)	415	405	370	315
Semi-Intensive Academic Semester/Year	-	-	-	270
Intensive Academic Semester/Year	-	-	-	315
General Academic Semester/Year	-	-	-	245

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	220
	Single	14 Meals/wk	Shared	18	245
	Single	14 Meals/wk	Private	18	285
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	240
	Under 18 Single	14 Meals/wk	Shared	16	265
	Under 18 Single	14 Meals/wk	Private	16	305
Collegiate Studio	Studio	No Meals	Private	18	425
Student Castle Cambridge	Single	No Meals	Private	18	365
	Studio	No Meals	Private	18	425

* Only available to students who book and travel together

TRANSFER SERVICE FEES

(GBP £)

Destination	Price	Notes
Heathrow Airport	310	Taxi (one way)
Gatwick Airport	365	Taxi (one way)
Luton Airport	205	Taxi (one way)
Stansted Airport	180	Taxi (one way)
London City Airport	290	Taxi (one way)
St Pancras International Station	355	Taxi (one way)
Central London Transfer	355	Taxi (one way)

* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each

GENERAL FEES

(GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

TUITION UPGRADES & ADD-ONS

• Super Intensive Upgrade (9 hours/12 lessons per week)	150
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35



EDINBURGH

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	315	310	275	235
Semi-Intensive English	340	335	300	255
Intensive English	400	390	350	300
Business Supplementary	400	390	350	300
Edinburgh Festival Course	400	-	-	-
IELTS (Supplementary, Intensive)	400	390	350	300
Semi-Intensive Academic Semester/Year	-	-	-	255
Intensive Academic Semester/Year	-	-	-	300
General Academic Semester/Year	-	-	-	235

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
Edinburgh Festival Course	1, 2 or 3 weeks	-	04-Aug, 11-Aug, 18-Aug

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	200
	Single	14 Meals/wk	Shared	18	230
	Single	14 Meals/wk	Private	18	280
	Single	No Meals	Private	18	235
	Single	No Meals	Shared	18	185
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	220
	Under 18 Single	14 Meals/wk	Shared	16	250
	Under 18 Single	14 Meals/wk	Private	16	300
Arran House	Single	No Meals	Private	18	340
Fountainbridge **	Single	No Meals	Private	18	365
Haymarket	Studio	No Meals	Private	18	400

* Only available to students who book and travel together

** Minimum bookings of two weeks.

TRANSFER SERVICE FEES (GBP £)

Destination	Price	Notes
Edinburgh Airport	145	Taxi (one way)
Glasgow Airport	400	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES (GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

(GBP £)

TUITION UPGRADES & ADD-ONS

• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60
• Close To School - up to 45 mins (Subject to availability) (per week)	55

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	290	285	250	220
Semi-Intensive English	315	310	280	240
Intensive English	365	355	325	280
Business (Supplementary, Intensive)	365	355	325	280
Cambridge General (B2, C1) - 4 or 12 weeks	290	-	250	-
Cambridge Intensive (B2, C1) - 4 or 12 weeks	365	-	325	-
IELTS (Supplementary, Intensive)	365	355	325	280
Semi-Intensive Academic Semester/Year	-	-	-	240
Intensive Academic Semester/Year	-	-	-	280
General Academic Semester/Year	-	-	-	220

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
Cambridge General/Intensive - 4 weeks	4 weeks	-	B2 First - 28-Jul C1 Advanced - 28-Jul
Cambridge General/Intensive - 12 weeks	12 weeks	-	B2 First - 17-Mar, 08-Sep C1 Advanced - 17-Mar, 08-Sep

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	175
	Single	14 Meals/wk	Shared	18	200
	Single	14 Meals/wk	Private	18	260
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	195
	Under 18 Single	14 Meals/wk	Shared	16	220
	Under 18 Single	14 Meals/wk	Private	16	280
Glassworks Liverpool	Single	No Meals	Private	18	260
	Studio	No Meals	Private	18	290
Great Newton House **	Single	No Meals	Private	18	225
Vita Liverpool	Gold Single	No Meals	Private	18	320
	Silver Single	No Meals	Private	18	295
	Bronze Single	No Meals	Private	18	265

* Only available to students who book and travel together
** Minimum bookings of two weeks.

TRANSFER SERVICE FEES (GBP £)

Destination	Price	Notes
Heathrow Airport	660	Taxi (one way)
Liverpool Airport	165	Taxi (one way)
Manchester Airport	255	Taxi (one way)
Liverpool Lime Street Station	165	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES (GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

(GBP £)

TUITION UPGRADES & ADD-ONS

• Intensive Upgrade (6 hours/8 lessons per week)	90
• Super Intensive Upgrade (9 hours/12 lessons per week)	140
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	290	285	250	220
Semi-Intensive English	315	310	280	240
Intensive English	365	355	325	280
Semi-Intensive Academic Semester/Year	-	-	-	240
Intensive Academic Semester/Year	-	-	-	280
General Academic Semester/Year	-	-	-	220

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	175
	Single	14 Meals/wk	Shared	18	200
	Single	14 Meals/wk	Private	18	260
Glassworks Liverpool	Single	No Meals	Private	18	260
	Studio	No Meals	Private	18	290
Great Newton House **	Single	No Meals	Private	18	225
Vita Liverpool	Gold Single	No Meals	Private	18	320
	Silver Single	No Meals	Private	18	295
	Bronze Single	No Meals	Private	18	265

* Only available to students who book and travel together
** Minimum bookings of two weeks.

TRANSFER SERVICE FEES

(GBP £)

(GBP £)

Destination	Price	Notes
Heathrow Airport	660	Taxi (one way)
Liverpool Airport	165	Taxi (one way)
Manchester Airport	255	Taxi (one way)
Liverpool Lime Street Station	165	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES

(GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

TUITION UPGRADES & ADD-ONS

• Intensive Upgrade (6 hours/8 lessons per week)	90
• Super Intensive Upgrade (9 hours/12 lessons per week)	140
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30

- Residence peak season supplement (per week, 31 May -23 Aug)
 - Homestay End of Year supplement (20 Dec - 27 Dec)
- 35

65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	365	355	325	280
Semi-Intensive English	405	395	350	305
Intensive English	470	460	415	350
Business (Supplementary)	470	460	415	350
Cambridge English (C2 Proficiency)	470	460	415	350
Cambridge Supplementary	470	460	415	350
Cambridge General (B2, C1) - 4, 8 or 12 weeks	365	355	325	-
Cambridge Intensive (B2, C1) - 4, 8 or 12 weeks	470	460	415	-
IELTS (Supplementary, Intensive)	470	460	415	350
Semi-Intensive Academic Semester/Year	-	-	-	305
Intensive Academic Semester/Year	-	-	-	350
General Academic Semester/Year	-	-	-	280

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Cambridge Intensive (C2)	Flexible	-	TBC
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
Cambridge (Supplementary)	Flexible	-	16-Jun to 22-Aug-24
Cambridge General/Intensive - 4 weeks	4 weeks	-	B2 First - 30-Jun C1 Advanced - 30-Jun
Cambridge General/Intensive - 8 weeks	8 weeks	-	B2 First - 20-Jan C1 Advanced - 27-Jan
Cambridge General/Intensive - 12 weeks	12 weeks	-	B2 First - 24-Mar, 22-Sep C1 Advanced - 31-Mar, 22-Sep

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	220
	Single	14 Meals/wk	Shared	18	255
	Single	14 Meals/wk	Private	18	320
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	240
	Under 18 Single	14 Meals/wk	Shared	16	275
	Under 18 Single	14 Meals/wk	Private	16	340
IQ Shoreditch **	Studio	No Meals	Private	18	595
Scape Canada Water	Single	No Meals	Private	18	500
Scape Wembley	Studio	No Meals	Private	18	420
Urbanest Hoxton	Studio	No Meals	Private	18	600
Urbanest Hoxton (U18) ***	Studio	No Meals	Private	16	630
Aldgate Residence	Studio	No Meals	Private	18	560
Battersea Residence	Single	No Meals	Private	18	525

* Only available to students who book and travel together

** Minimum bookings of two weeks.

*** Urbanest Hoxton 18+ & Urbanest Hoxton (U18) for 16-17 year olds Residence Rooms, single occupancy, no meals. available during 28/06/2024 to 23/08/2024

TRANSFER SERVICE FEES (GBP £)

Destination	Price	Notes
Heathrow Airport	210	Taxi (one way)
Gatwick Airport	220	Taxi (one way)
Luton Airport	235	Taxi (one way)
Stansted Airport	245	Taxi (one way)
London City Airport	190	Taxi (one way)
St Pancras International Station	180	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES (GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

(GBP £)

TUITION UPGRADES & ADD-ONS

• Super Intensive Upgrade (9 hours/12 lessons per week)	145
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60
• Close To School - up to 45 mins (Subject to availability) (per week)	55

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	385	375	340	295
Semi-Intensive English	425	410	370	320
Intensive English	490	480	435	370
Business (Supplementary, Intensive)	490	480	435	370
TOEIC Exam Preparation	490	480	435	370
Semi-Intensive Academic Semester/Year	-	-	-	320
Intensive Academic Semester/Year	-	-	-	370
General Academic Semester/Year	-	-	-	295
50+ Languages Abroad	490	-	-	-

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
Business Intensive	Max. 24	-	Every Monday (or Tuesday if Monday is a public holiday)
50+ Languages Abroad	2 weeks	-	09-Jun, 13-Oct

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	220
	Single	14 Meals/wk	Shared	18	255
	Single	14 Meals/wk	Private	18	320
IQ Shoreditch **	Studio	No Meals	Private	18	595
Scape Canada Water	Single	No Meals	Private	18	500
Scape Wembley	Studio	No Meals	Private	18	420
Urbanest Hoxton	Studio	No Meals	Private	18	600
Urbanest Hoxton (U18) ***	Studio	No Meals	Private	16	630
Aldgate Residence	Studio	No Meals	Private	18	560
Battersea Residence	Single	No Meals	Private	18	525

* Only available to students who book and travel together

** Minimum bookings of two weeks.

*** Urbanest Hoxton 18+ & Urbanest Hoxton (U18) for 16-17 year olds Residence Rooms, single occupancy, no meals. available during 28/06/2024 to 23/08/2024

TRANSFER SERVICE FEES (GBP £)

Destination	Price	Notes
Heathrow Airport	210	Taxi (one way)
Gatwick Airport	220	Taxi (one way)
Luton Airport	235	Taxi (one way)
Stansted Airport	245	Taxi (one way)
London City Airport	190	Taxi (one way)
St Pancras International Station	180	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES (GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

(GBP £)

TUITION UPGRADES & ADD-ONS

• Super Intensive Upgrade (9 hours/12 lessons per week)	155
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60
• Close To School - up to 45 mins (Subject to availability) (per week)	55

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	330	325	290	250
Semi-Intensive English	355	345	315	270
Intensive English	420	410	365	315
Business Supplementary (subject to availability)	420	410	365	315
IELTS (Supplementary, Intensive)	420	410	365	315
Semi-Intensive Academic Semester/Year	-	-	-	270
Intensive Academic Semester/Year	-	-	-	315
General Academic Semester/Year	-	-	-	250

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	200
	Single	14 Meals/wk	Shared	18	220
	Single	14 Meals/wk	Private	18	265
	Single	No Meals	Private	18	220
	Single	No Meals	Shared	18	175
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	220
	Under 18 Single	14 Meals/wk	Shared	16	240
	Under 18 Single	14 Meals/wk	Private	16	285
Lambert & Fairfield **	Premium Single	No Meals	Private	18	330
	Standard Single	No Meals	Private	18	300
Vita Manchester	Studio	No Meals	Private	18	390
Bridgewater Heights	Studio	No Meals	Private	18	415
Wilmslow Park **	Single	No Meals	Private	18	290

* Only available to students who book and travel together
** Minimum bookings of two weeks.

TRANSFER SERVICE FEES (GBP £)

Destination	Price	Notes
Manchester Airport	120	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES (GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

TUITION UPGRADES & ADD-ONS

• Intensive Upgrade (6 hours/8 lessons per week)	90
• Super Intensive Upgrade (9 hours/12 lessons per week)	135
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	330	325	290	250
Semi-Intensive English	360	350	315	270
Intensive English	425	415	370	315
Business Supplementary	425	415	370	315
Cambridge Supplementary	425	415	370	315
IELTS (Supplementary, Intensive)	425	415	370	315
Semi-Intensive Academic Semester/Year	-	-	-	270
Intensive Academic Semester/Year	-	-	-	315
General Academic Semester/Year	-	-	-	250

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
Cambridge (Supplementary)	Flexible	-	16-Jun to 22-Aug-25; Also available Year-Round

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	210
	Single	14 Meals/wk	Shared	18	245
	Single	14 Meals/wk	Private	18	295
	Single	No Meals	Private	18	250
	Single	No Meals	Shared	18	200
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	230
	Under 18 Single	14 Meals/wk	Shared	16	265
	Under 18 Single	14 Meals/wk	Private	16	315
Student Castle	Single	No Meals	Private	18	370
The Mews	Single	No Meals	Private	18	350

* Only available to students who book and travel together

TRANSFER SERVICE FEES

(GBP £)

(GBP £)

Destination	Price	Notes
Heathrow Airport	290	Taxi (one way)
Gatwick Airport	300	Taxi (one way)
Luton Airport	365	Taxi (one way)
Stansted Airport	365	Taxi (one way)
St Pancras International Station	365	Taxi (one way)
Central London Transfer	365	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES

(GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

TUITION UPGRADES & ADD-ONS

• Super Intensive Upgrade (9 hours/12 lessons per week)	140
• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60
• Close To School - up to 45 mins (Subject to availability) (per week)	55

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

COURSE PRICES

(GBP £)

COURSES	1-4 weeks (Per week)	5-11 weeks (Per week)	12-19 weeks (Per week)	20+ weeks (Per week)
General English	285	280	245	215
Semi-Intensive English	310	305	275	235
Intensive English	360	350	320	275
Business Supplementary (subject to availability)	360	350	320	275
IELTS Supplementary	360	350	320	275
Semi-Intensive Academic Semester/Year	-	-	-	235
Intensive Academic Semester/Year	-	-	-	275
General Academic Semester/Year	-	-	-	215
50+ Languages Abroad	360	-	-	-

COURSE LENGTH (WEEKS) & START DATES

COURSE	Length of course	Break	Start date
Flexible Length Courses	Flexible	-	Every Monday (or Tuesday if Monday is a public holiday)
50+ Languages Abroad	2 weeks	-	12-May, 15-Sep

ACCOMMODATION PRICES

(GBP £)

ACCOMMODATION	Type	Meals (Per week)	Bath	Min. age	Price (Per week)
Homestay	Twin *	14 Meals/wk	Shared	18	165
	Single	14 Meals/wk	Shared	18	185
	Single	14 Meals/wk	Private	18	235
Homestay (Under 18)	Under 18 Twin *	14 Meals/wk	Shared	16	185
	Under 18 Single	14 Meals/wk	Shared	16	205
	Under 18 Single	14 Meals/wk	Private	16	260
St Michael's	Single	No Meals	Private	18	240
* Only available to students who book and travel together					

TRANSFER SERVICE FEES

(GBP £)

(GBP £)

Destination	Price	Notes
Heathrow Airport	370	Taxi (one way)
Gatwick Airport	465	Taxi (one way)
Exeter Airport	110	Taxi (one way)
Bristol Airport	205	Taxi (one way)
* If a two-way transfer is booked, the transfer back to the airport receives a 10% discount. Two students who book and travel together receive a 25% discount each		

GENERAL FEES

(GBP £)

Item	Price	Notes
Application Fee	135	Compulsory
Courier Fee	40	Optional (if used)
Accommodation Placement Fee	35	Compulsory (if accommodation is purchased)
Change Fee	70	If changes are made after arrival
Medical & Travel Insurance	10	Per week
Administration Fee (Americas only - except Brazil)	40	
Booking with Confidence Plus	60	
Residence Room Move Fee	100	Post Arrival Room Change fee

TUITION UPGRADES & ADD-ONS

• AM Guaranteed Classes (Max charge 12weeks)	20
• K+ Learning Space and K+ Extra Access 12 months (Post Departure)	100
• K+ Learning Space and K+ Extra Access 3 months (Post Departure)	50
• Virtual Internship	910

PRIVATE LESSONS

Number of lessons	One-to-One	Two-to-One	Three-to-One	Four-to-One
1-4	110	90	80	75
5-9	105	85	75	70
10-19	100	80	70	65
20+	95	75	65	60

ACCOMMODATION SUPPLEMENT

• Homestay Special Diet (per Diet Type, per week)	35
• Luggage Retainer (per week)	60

PEAK SEASON SUPPLEMENT

• Tuition peak season supplement (per week, 16 Jun - 22 Aug)	20
• Homestay peak season supplement (per week, 31 May -23 Aug)	30
• Residence peak season supplement (per week, 31 May -23 Aug)	35
• Homestay End of Year supplement (20 Dec - 27 Dec)	65

KAPLAN TERMS & CONDITIONS

Terms and Conditions

If you would like to see our terms and conditions, privacy policy, and other agreements, you can read each section in full detail.

Application Process

1. Application

Please send the signed application form to your Kaplan representative that includes a minimum 10% deposit of the total invoice, or service fee of USD\$250/GBP£200/CAD\$250/EUR€250 (currency dependent on study destination), whichever is more. If applicable, the courier fee. Students 18 and over (19 and over for students attending our Vancouver location) must sign the application form to say that they have read and agree with these terms and conditions. The parents or legal guardian of students under 18 (under 19 for students attending our Vancouver location) must read and also sign the application form on their behalf.

Contract Formation:

By signing and returning the application form the student is agreeing to enter into a binding contract with Kaplan. On Kaplan receiving the completed and signed application form and application fee, if the student's program and accommodation are available, Kaplan will produce a booking confirmation. Once this booking confirmation has been issued, a legally binding contract based on these terms and conditions will be formed between the student and Kaplan subject to the student meeting all applicable immigration requirements.

Your privacy is important to us. It is important that you read our privacy policy which informs you about how we process your personal data. This can be found at:

www.kaplaninternational.com/privacy-notice.

Kaplan is subject to laws imposed by various jurisdictions on conducting business with sanctioned parties and countries. It is our policy to fully comply with applicable sanction restrictions, including those imposed by the United States, United Kingdom, and the European Union. While we are not prohibited from transacting with individuals with a connection to a sanctioned country, we need to ensure that no part of the transaction will be in contravention of US, UK or EU sanctions laws under a series of prescribed compliance checks, including verification as to source of funding and persons providing such funding, before any monies or services can be transacted.

2. Payment deadline

All program fees must be paid in full (unless otherwise notified) no later than 30 days before the program start date. If a booking is made less than 30 days before the program start date, the fees are immediately payable. If payment in full has not been received prior to your program start date, you will not be allowed to start your program. For some destinations, a deposit may be required (the "Program Deposit"). The Program Deposit is refundable in the circumstances permitted by our refund policy. See "Refund Policy" below for more information.

• USA:

In the USA, the minimum length of enrolment is 1 week and the maximum length of enrolment (including any breaks in study while remaining in the US while enrolled at Kaplan) may not exceed 36 months. You may not be charged more than 52 weeks (12 months) of tuition at any one time.

3. Visa information

Visa requirements are subject to change, and it is the responsibility of the student to arrange all applicable travel permits or visas and to have a valid passport and leave to remain for the whole period of study. The student may be asked to make payment in full prior to the issuing of any of the visa documentation referred to below. For under 18 students, completed documentation from a parent or guardian will be required before a student visa can be issued. Visas are not required for online only programs.

• UK:

If your application is successful, we will provide you with an offer letter for a Visit Visa (6 months) or Short Term Study Visa (11 months). See the following website for further details: <https://www.gov.uk/browse/visas-immigration>. Please note an STSV can only be used for the course and school on the initial visa application. The student cannot transfer to another provider during their stay in the UK.

New immigration rules were introduced in January 2021 after the UK left the EU. Students from the EU are now subject to post Brexit UK immigration rules, but can still travel to the UK with minimal immigration checks under the Visitor Route for short trips or study up to 6 months. To study for longer than 6 months, EU students must apply for a Short-Term Study Visa (STSV).

• IRELAND:

We will provide you with an invitation letter to assist you with your visa application.

• USA:

Our schools are authorized under Federal law to enrol non-immigrant students. After your application is received, Kaplan will request proof of funds verifying ability to pay for the entire enrolment in the US, which is required for Form I-20 Certificate of Eligibility issuance.

• CANADA:

Our schools have Designated Learning Institution (DLI) status with Immigration, Refugees and Citizenship Canada (IRCC). We will provide you with an invitation letter to assist you with your visa application, if applicable.

4. Courier fees

A courier service is available on request at the rates below:

- UK: GBP 40
- Ireland: EUR 60
- Canada: CAD 90
- USA: USD 100

5. Travel and medical insurance

Travel and medical insurance is mandatory in most Kaplan school destinations for the duration of your stay regardless of your program length or program/visa type. Kaplan has worked in partnership with a number of partners to create a tailored travel and medical insurance plan. Details of what this covers are available from your Kaplan representative. You are

partnership with a number of partners to create a tailored travel and medical insurance plan. Details of what this covers are available from your Kaplan representative. You are responsible for the belongings which you bring with you to Kaplan schools or accommodation and for taking out insurance for your own possessions. You are required to show proof of medical insurance at the school when you arrive with the sole exception of our online programs. If insurance is required, you will not be allowed to commence a program until you have obtained satisfactory medical insurance. All non-EU students studying in Ireland will also have to register with GNIB within 30 days of arrival.

6. Health declaration

Students must report on their application form any: i) mental or physical illness; ii) allergy; iii) disability; or iv) condition, that:

- may interfere with their ability to successfully complete their program;
- may impact the health and well-being of any other student, host or staff member;
- may require monitoring, treatment or emergency intervention of any kind during the student's anticipated period of enrolment; or
- may require special accommodation.

Kaplan reserves the right to reject an applicant or terminate a student's enrolment in the program if the student's continued participation represents a risk to their health and safety or to the health and safety of other students or staff, or if, notwithstanding reasonable accommodations, in the opinion of Kaplan, the student's physical or mental condition makes the student unable or unlikely to successfully complete their program. Refunds in such circumstances are at the discretion of Kaplan.

7. Tuition fees

Tuition fees include lessons, orientation meeting, use of computer room and internet at school, placement and progress testing and a Kaplan certificate on completion of the program. Kaplan reserves the right to withhold the granting of a certificate attained by a student if tuition fees remain outstanding, or other conditions notified to the student are not met.

8. Additional services

Any additional services (include but not limited to transfers, travel, laundry, telephone costs, excursions, medical costs, special diet, exam fees, change of accommodation, enrolment, amendments and materials fees) are not included in any tuition fees unless specifically stated on a valid invoice.

9. Twin accommodation

At Kaplan's discretion, students may be required to book single room accommodation instead of twin room accommodation.

10. Under 18 year olds

The minimum age for participation in a Kaplan program is 16, unless a student is enrolled on a designated junior program or written authorization has been obtained by the relevant School Director. Kaplan delivers adult programs (except for programs advertised as being for juniors or young learners). Therefore, students aged 16 and 17 are advised that they will be attending classes with students aged 18 and over. Under 18 year olds may be required to pay a guardian fee, provide custodianship documents, live in Kaplan- approved accommodation, book Kaplan's airport transfer service both ways, and purchase a medical insurance policy. All students under 18 (under 19 for students attending our Vancouver location) must provide a signed Minor Authorisation form prior to arrival, and in Canada, students may need to provide a notarized Custodianship Declaration.

• UK/IRELAND:

The British and Irish governments require all students under 18 to submit a Waiver form and an Authorisation of Emergency Medical Treatment form which will be provided at the time of booking. All students under 18 must have travel and medical insurance in place for the duration of their program. You are required to show proof of medical insurance at the school when you arrive. Parents/Guardians of under 18 students are required to sign the under 18 parental consent forms and other documents prior to arrival in the UK. You will not be allowed to commence a program until you have obtained satisfactory medical insurance.

Terms and Conditions

1. Rules and regulations

Students' arrangements with Kaplan are governed by the law of the country where the particular school attended is located.

2. Arrivals and departures

All accommodation is booked from the Saturday or Sunday before the program start date until the Saturday morning after the program end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Check-in time for most accommodation is 14:00 and check-out time is 10:00 unless special arrangements have been made with the accommodation provider or an alternative check-in/check-out time is noted in the accommodation fact file. Students arriving between 22:30 – 06:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation.

3. Late arrivals, vacations and absences

If you begin your enrollment late or are absent during your program, we will make every effort to ensure you are able to complete the full period of enrollment, but this cannot always be guaranteed and no refund will be made for the time missed. Periods of absence cannot be made up with a free extension of the program unless the leave of absence has been authorized by Kaplan in advance. Session Break dates are pre-built into the Academic Year and Academic Semester programs and students cannot make changes to these dates. Unapproved breaks taken at other times will be marked as periods of absence. For other programs, granting of any Session Breaks after the program has started will be at the discretion of individual schools, according to visa regulations, and may incur a change fee or be marked as a period of absence depending on location. In the UK, Students are entitled to 1 week's holiday for every 10 weeks that they study. For approved absences (Leave of Absence, Medical Absence or Session Break) after starting the program in the USA, the unused tuition weeks will be added to the end of the program at no charge. For approved vacations or leaves of absence after the program has started in Canada, adding the unused weeks to the end of the program will incur a change fee. In the USA or Canada, if the student is absent for 3 consecutive school days, the student's emergency contact, Kaplan representative or sponsor will be contacted to determine their safety and welfare; if the student is a minor, the authorities may also be contacted. If the student is absent for 14 consecutive days without notice, the program will be terminated. Normal termination refund terms and conditions shall apply.

4. Meals and classes missed

No refunds or substitutions will be made for meals or classes missed due to public holidays, exams, excursions, internships (if applicable), first day orientation or other obligations that fall outside the normal schedule.

5. Public holidays

Classes are normally not held and most school facilities are closed on public holidays. All published program start dates fall on a Monday. If the Monday is a public holiday, the start date will fall on a Tuesday. Compensation will not be made for classes not offered on public holidays. [Find list of public holidays here](#).

6. Campus facilities

Students attending a Kaplan school at a university or college campus location are advised that campus facilities (e.g. gym, cafeteria) may not be available during campus holidays. Further details are available from the Kaplan booking office.

7. Change fees

Any change to school location, accommodation, change in weeks booked or removal of additional services will be charged the below:

UK- £70 per change

Ireland- €70 per change

USA- \$105 per change (pre-arrival only)

Canada- \$105 per change.

Post Arrival- USA:

No change fee for changes to city of study or duration of study.

Kaplan is not obliged to fulfil any change request. Academic Year or Academic Semester students cannot transfer to a different Kaplan school during term time. If changing to a location (or changing program) where fees are lower, the difference in fees will not be refunded. If changing to a more expensive location or program, the difference in fees will be charged. All changes are subject to Kaplan's discretion and require approval of the School Principal / Director. You will not be charged a change fee if you extend your program, but late homestay extensions may require a re-placement fee. It is the responsibility of the student to pay for any program or accommodation extensions. Any change of tuition resulting in a reduction in lessons will be treated as a termination of the existing booking and rebooking and will thus be subject to the standard terms & conditions governing terminations (see 'Termination Policy').

8. Duration of lessons

All English lessons are 45 minutes in duration unless otherwise stated. Programs run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Kaplan cannot guarantee a specific timetable, and schedules are subject to change, unless students have purchased the AM Guarantee. The AM Guarantee is subject to availability, for students in levels A1 to C1.

9. Substitution policy

If, after the placement test taken on arrival at the school, a student is found to be at a level which is not appropriate for their booked program, the school reserves the right to place the student in an appropriate level class, which may have fewer lessons and a different curriculum. Students who do not have the ability to follow any program on offer may be required to terminate their studies with Kaplan. We also reserve the right to cancel programs at short notice due to insufficient demand.

10. Program changes

Kaplan has the right to change accommodation options, program dates, program curricula, instructors, locations and programs at any time at its discretion. However, in cases where the program is rescheduled prior to the start date of the original program and the new date is unacceptable to the student, all fees will be refunded.

11. Prices

Kaplan may change prices due to tax increases, governmental actions, or any other event or circumstance beyond Kaplan's reasonable control or circumstances that may affect the operations of the business. Prices are valid for programs starting in 2025.

12. Books and learning materials

All books and learning materials will be made available to students during their program. Some specialized programs may require the purchase of books. In Canada a materials fee (\$10/ week) is charged to students to cover the cost of learning items. For post-arrival withdrawals, the fee is refundable if the student did not receive the textbook/ materials and will be prorated based on unused weeks. Materials include: K+ Notes, C2 level curricular textbooks, and TOEFL, IELTS and Cambridge curricular textbooks.

13. Residential housing deposit

A refundable housing deposit may be charged on arrival to students taking residential accommodation in the regions specified below:

- UK – GBP 250

- Ireland – EUR 350

- USA – USD 500

- Canada – CAD 600

Please note, deposit fees vary by school location; students will be informed at the time of booking should additional fees apply (e.g. utilities, cleaning and linen). The deposit shall be non-refundable in the event of any damage or loss or extra cleaning caused by the student or a guest of the student. Where a booking is cancelled the deposit may be non-refundable, please refer to the Cancellation Policy below.

14. Expulsion/suspension

A student who may be expelled or suspended where a student:

- commits a criminal offence;
- violates the student code of conduct or school policy;
- has, in Kaplan's opinion, a poor attendance record (e.g. less than 80%, whether or not such attendance is in breach of any visa attendance requirements);
- for programs in the USA & Canada: is absent for 14 consecutive days without notification;
- fails to pay an amount they are directly or indirectly liable to pay Kaplan in order to undertake the program.

In the event of a student's expulsion or suspension, no refund will be given (except for students attending our USA and Canada locations, see below) and the immigration authorities will be informed.

• USA/Canada:

The student will be provided with written notice of expulsion, with a maximum of 7 calendar days to provide documentation to support reversal of the decision, if appropriate. Any refund, if applicable, will be based on the last date of attendance and will be calculated according to our termination refund policies below.

• VANCOUVER, CANADA:

If a student is expelled:

- before 10% of the instructional hours have been provided, 70% of the remaining tuition will be refunded.
- after 10% but before 30% of the instructional hours have been provided, 50% of the remaining tuition will be refunded.
- after 30% of the instructional hours have been provided. there will be no refund.

Student Code of Conduct:

You agree to abide by the student conduct rules and other policies while attending Kaplan. As part of Kaplan's commitment to our students' success, we seek to provide an optimal learning environment and expect students to conduct themselves in a manner that is considerate of those around them. Inappropriate conduct includes but is not limited to:

- disruptions to the learning environment (i.e. use of profanity, harassment, mobile phone use in classrooms, etc.);
- deliberate destruction, misuse, or theft of Kaplan property or the property of fellow classmates;
- serious or continuous breaches of any rules relating to the use of Kaplan accommodation;
- violence or threats of violence towards persons or property of students or Kaplan staff;
- improper use of email or Internet access;
- failure to comply with local copyright or criminal laws forbidding the misappropriation, copying or alteration of copyright-protected materials;
- failure to disclose medical/mental health pre-existing conditions.

15. Liability

To the extent permitted by law, the liability of Kaplan, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to Kaplan or the relevant Kaplan group company by the relevant student for the specific program attended by the student. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages.

16. Force majeure

Kaplan shall not be in breach of this agreement nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control, including but not limited to: re.; natural disaster; acts of government; failure of suppliers or sub-contractors; labour disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; pandemics and other public health emergencies; any negligent or wilful act or failure to act by any third party; or any other cause beyond the direct control of Kaplan (each a "Force Majeure Event").

Where any program is cancelled by Kaplan as a result of a Force Majeure Event, it is acknowledged that:

- Kaplan has the right to retain a pro-rated amount of any fees paid where services have been partially provided. Any fees retained will be proportionate to the services provided;
- Kaplan shall be entitled to deduct any irrecoverable fees it suffers from the amount of any refund, for example cancellation fees, non-refundable accommodation fees, or similar;
- Kaplan shall have the right to provide a substitute program to the cancelled program, including online and virtual programs; and
- Any third party services procured by Kaplan on behalf of the student, including but not limited to accommodation, transfers or insurance shall remain subject to the terms of the respective provider's terms and Kaplan shall not be liable for such third party services or any act or omission of such third party.

17. Photography, filming and sound recording

Kaplan or its representatives may arrange to photograph or shoot video footage of students for promotional purposes, both printed and online. Any student who does not wish to participate should advise us at the time of booking and state at the time of the photographing or video shooting their wish not to participate. By accepting these terms and conditions the student (and their parent/ guardian if under 18 (19 in respect of Vancouver only) gives consent to the use of these photographs or video footage for promotional purposes without the need for further consent or notification.

18. Student visa

Student visa holders are required to provide Kaplan with a current residential address, mobile number (if any) and email address (if any), and advise Kaplan of any changes to those details within 7 days of the change. Students who fail to show up for their enrolment or with less than 80% attendance (in USA or Canada), 85% (in Ireland); the Department of Homeland Security (DHS) in the USA; Immigration, Refugees and Citizenship Canada (IRCC) in Canada;; or to the Irish Naturalisation and Immigration Service in Ireland. Regardless of immigration status, information collected by Kaplan which personally identifies a student and information regarding a student's program progress may be shared with the Department of Homeland Security, state and accrediting agencies (USA), Immigration, Refugees and Citizenship Canada, provincial and accrediting agencies (Canada), designated authorities, the Irish Naturalisation and Immigration Service (Ireland), a student's parents, Kaplan staff and third- party representatives (i.e. agents and/ or government sponsors) and law enforcement officials. This information may include personal and contact details, program enrolment details and changes, and circumstances of any suspected breach by the student of any visa condition.

19. Language of instruction

All language of instruction shall be in either English, French or German, dependent on the chosen language program.

20. Guaranteed progress

Guaranteed progress is available for Intensive English bookings of 10 weeks or more and includes Intensive Academic Year and Intensive Academic Semester programs. It is not available on Intensive Business English, any exam preparation programs or to any student who is assessed as being at an advanced level or higher. Guaranteed progress is available at all KIL locations in the US, Canada, UK and Ireland. Students who fail to achieve their predicted level (as assessed on arrival) by the end of their enrolled program may be given free tuition for an additional 4 weeks (Extension Weeks). These weeks can be taken either in school or online. If students wish to take the weeks online, they can choose between Online 1, Online 2 or Online 3. 4 weeks are given regardless of the course chosen.

To qualify for the Extension Weeks, students must:

- have a minimum of 95% attendance;
- complete all homework assignments; and
- not display any behavioural issues (including, but not limited to, the use of mobile phones in class), or conduct themselves in any other manner that would negatively impact on the learning process.

The student will be responsible for housing and flight changes necessary for the Extension Weeks. The Extension Weeks are conditional on the student possessing a valid visa (unless taken online) and may only be taken at the end of the student's original program and may not be deferred (if weeks are taken online, students can defer by up to 4 weeks). Students who wish to receive the extra 4 weeks of tuition must contact their Director of Studies or Academic Manager at least 1 week prior to their departure.

21. Changes in the price of the language course and other terms of the contract after the conclusion of the contract-purchases made in Euros

1. Kaplan International reserves the right to unilaterally increase the price of the language course (and other services such as – but not limited to – accommodation, transfers and excursions) after the conclusion of the contract if, between the conclusion of the contract and the beginning of the course, said increase is the direct result of an insignificant increase not foreseeable by Kaplan International and that occurs after the conclusion of the contract in the foreign currency exchange rates applicable to the corresponding language course or service, provided that said increase does not exceed 10 percent of the price of the course or service. In this case, the price of the language course or service will increase to the extent that the change in foreign currency exchange rates affects the price of the course or service per person according to the calculation basis applied at the time the contract is held. contract. Kaplan International will notify the participant in a clear and understandable manner, in a durable medium (for example, by email), of the price increase and its reasons, and will include the calculation of the price increase in its notification.

the calculation of the price increase in its notification.

2. Just as Kaplan International reserves the right to increase the price of the language course, the participant may, conversely, demand a reduction in the price of the course to the extent indicated in clause 1 to the extent that the rates foreign currency exchange rates have changed after the conclusion of the contract and before departure and such change results in a lower cost to Kaplan International. Consequently, if the participant has paid more than the amount due, Kaplan International will refund the excess amount.

3. In addition to the price of the language course or services, Kaplan International reserves the right to unilaterally change the terms and conditions of the contract if the change is objectively justified by virtue of the circumstances that have arisen since the conclusion of the contract and are outside the control of Kaplan International, and due to its insignificance, it is reasonable for the participant. Changes may be made, for example but not limited to, a pre-specified teacher, classroom or course schedule, alterations to a planned course format if such alteration is necessary for course implementation, adjustments to local health and safety regulations, reduction in the number of students per class, adjustments of the course or leisure program to suit local health or safety regulations and reasonable changes in accommodation. Kaplan International will notify the participant in a clear and understandable manner, in a durable medium (for example, by email), of the change in the contract and of any applicable reduction in the price of the course.

Refund Policy

1. Payment of refunds

The account from which payment was originally received.

To ensure compliance with all applicable laws relating to the prevention of financial crime, refunds will be only be made to:

- (a) The original payer; and
- (b) The account from which payment was originally received.

2. Non-Refundable Fees

The following Service fees (related to tuition) are non-refundable in respect of any bookings:

- Application Fees;
 - Courier Fees;
 - Medical Insurance;
 - Campus Fees;
 - Accommodation Placement Fees;
 - Program Supplement Fees;
 - Airport Transfer Fees;
 - Materials Fees (except as noted below)
 - Program Deposit (except as noted below)
 - Online English Practice – 5 hours
 - Online English practice – 10 hours
- (and all other Online English products added as fee items to bookings unless otherwise specified elsewhere)
- AM Guarantee

3. Terms

In the event of Kaplan cancelling or terminating a program, a full refund of all unused fees will be made. Tuition fees are non-transferable to other students. No tuition fees are refundable on program extensions.

In all cases where a student terminates their studies the relevant immigration authorities will be informed.

• UK AND IRELAND:

Refunds will be made within 45 days of Kaplan's written notification of cancellation. In the case of a visa refusal for bookings to Ireland, ILEP criteria states the maximum time limit of 20 working days for processing refunds.

• USA:

Refunds will be made within 45 days of the Date of Determination.

• CANADA:

Kaplan will pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Alumni students

In order to redeem the Alumni promotion (promo code ALUMKAP): waived application fees and 4 free weeks of Kaplan Online English One, you need to have paid for your booking in full. If your course is cancelled the total amount of the Kaplan Online One Alumni promotion (£/\$/€ 200) will be deducted from the amount to be refunded along with the application fee. Kaplan can recall this offering at any time.

Virtual Internships

No refund will be issued once a student accepts and confirms a program offered by Virtual internships.

Postponement Policy

- (a) Postponements will only be made on receipt of a valid written customer request.
- (b) Bookings may be postponed a maximum of two times within one year of the original booking date.
- (c) Bookings may only be postponed by up to 6 months at a time and up to one year in exceptional circumstances.
- (d) Your booking will be postponed honoring the original fees you have paid.
- (e) Only one tuition promotion may be used at any time; any previously expired promotions will no longer be valid at the time of postponement; a current promotion, valid at the time of postponement, may be applied.

(f) Any additional incurred actual costs for accommodation postponements, regardless of notice provided, will also be charged.

(g) In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.

(h) Postponements made less than 7 days before the arrival date on the booking confirmation form, including failure to show up, will incur a fee of one week's accommodation and a tuition fee as set out below:

- UK: GBP 100

- Ireland: EUR 150

- USA: USD 200

- Canada: CAN 200

Cancellation Policy

'Cancellation' means the student cancelling a program before the start date of the first program the student is attending and for which attendance is required.

'Service Fees' for the purposes of this Cancellation Policy means any Application Fees, Courier Fees, Medical Insurance, Campus Fees, Accommodation Placement Fees, Program Supplement Fees, Airport Transfer Fees, Materials Fees, bank charges and any other service charges as applicable.

Note: in all cases, regardless of the region in which the Kaplan school is based:

(a) where visa or visa support documentation has been issued, the relevant immigration authorities will be informed; and

(b) for accommodation cancellations, regardless of notice provided, will also be charged to the student.

STANDARD CANCELLATION POLICY

This Standard Cancellation Policy shall apply except where varied by the specific provisions below.

- In the event that a student postpones their program start date and later cancels their program, the student shall be refunded 100% of the tuition and accommodation fee. Service Fees and Program Deposit shall be non-refundable.
- Where a written cancellation notice provided 90 days or more prior to the arrival date listed on the Booking Confirmation Form, the student shall be refunded 100% of the tuition and accommodation fee. Service Fees shall be non-refundable;
- On written notification of a visa rejection and receipt of supporting documentation, you shall be refunded 100% of the tuition and accommodation fee minus a cancellation fee of USD\$500/GBP£400/CAD\$670/EUR€460. Service Fees shall be non-refundable.
- If you have used Kaplan support documents to apply and receive your visa and subsequently cancel your course no refund will be issued.
- Where a written cancellation notice is provided between 7 days and 90 days prior to the arrival date listed on the Booking Confirmation Form, you shall be refunded tuition fees and accommodation fees. Service Fees and Program Deposit shall be non-refundable.
- Where a written cancellation notice is provided less than 7 days prior to the arrival date listed on the Booking Confirmation Form, including failure to show up, you shall be refunded tuition and accommodation fees less the amounts set out below:

(a) Tuition fee deduction: UK 2 weeks tuition, Ireland 2 weeks tuition.

(b) 2 weeks accommodation fee.

Service Fees, the Program Deposit and medical insurance charges shall be non-refundable.

TORONTO, CANADA CANCELLATION POLICY

Before the program start date, if Kaplan receives written notice of withdrawal ("Cancellation"), refunds will be applied as follows:

No later than seven days after student signed the enrolment contract (i.e., the date on the Letter of Acceptance or Booking Confirmation Form issued by Kaplan) and before the program start date:

- 100% tuition and all related fees, other than application fee.

- Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials

At least 30 days before the program start date (as indicated in the most recent Letter of Acceptance):

- Kaplan will retain 10% of tuition, to a maximum of \$1,000

- Kaplan will refund Materials Fees paid for course materials if not provided to the student yet

Less than 30 days before the program start date (as indicated in the most recent Letter of Acceptance):

- Kaplan will retain 20% of tuition, to a maximum of \$1,300

- Kaplan will refund Materials Fees paid for course materials if not provided to the student yet

Note: Any incurred actual costs for accommodation cancellations, regardless of notice provided, will also be charged.

VANCOUVER, CANADA CANCELLATION POLICY

Before the program start date, if Kaplan receives written notice of withdrawal ("Cancellation"), Kaplan will refund 100% of any received tuition and related fees, other than application fee.

Note: Any incurred actual costs for accommodation cancellations, regardless of notice provided, will also be charged.

USA CANCELLATION POLICY

If we are unable to accept your enrollment application, or if your visa application is denied: you shall be refunded 100% of the tuition and accommodation fee. Service Charges are non-refundable up to a maximum of USD\$500.

Cancellation notice provided prior to program start date and prior to arrival in the USA: you shall be refunded 100% of the tuition and accommodation fee. Service Fees are non-refundable up to a maximum of USD\$500. Accommodation costs incurred including accommodation administration costs will also be charged, maximum of USD\$500.

Cancellation notice received prior to program start date but after arrival in the USA on a Kaplan issued Form I-20; or cancellation made prior to the program start date but after Change of Status has been approved by USCIS on Kaplan-issued Form I-20: the student shall be liable for the following charges: i) tuition and associated accommodation fees, equal to the first 4 weeks at the full listed price for programs 1-11 weeks in duration; or ii) tuition and associated accommodation fees, equal to the first 6 weeks at the full listed price for programs 12 weeks or longer.

UK & IRELAND CANCELLATION POLICY

• 'Distance Contract' means a distance contract or an off-premises contract as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (as amended).

amended from time to time).

In the event of a Distance Contract, students for the UK or Ireland who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the student gives notice of cancellation to Kaplan within the fourteen (14) calendar day period beginning on the day on which the booking confirmation was issued by Kaplan.

- If a student exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the student less any fees charged for services already performed by Kaplan.

- If the student has already commenced studying with Kaplan during the fourteen (14) day period, they must pay a reasonable charge calculated by Kaplan for the period of study undertaken. To exercise the right to cancel under the EU distance contract terms, the student must inform Kaplan at 2nd floor, 184 Shepherd's Bush Road, Hammersmith, London, W6 7NL, UK of the student's decision to cancel this agreement by a clear statement (e.g. by a letter sent by post, fax or e-mail).

UK

In circumstances where an application is refused by UKVI on the grounds of fraudulent documentation or other irregularities, no refunds will be granted in respect of monies paid. Where students are studying on a Short-term study visa (6 or 11 months), Kaplan's Standard Cancellation Policy will apply.

ONLINE SCHOOL CANCELLATION POLICY

In the event of a Distance Contract, students for the UK or Ireland who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the student gives notice of cancellation to Kaplan within the fourteen (14) calendar day period beginning on the day on which the booking confirmation was issued by Kaplan.

- If a student exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the student less any fees charged for services already performed by Kaplan.

- If the student has already commenced studying with Kaplan during the fourteen (14) day period, they must pay a reasonable charge calculated by Kaplan for the period of study undertaken. To exercise the right to cancel under the EU distance contract terms, the student must inform Kaplan at 2nd floor, 184 Shepherd's Bush Road, Hammersmith, London, W6 7NL, UK of the student's decision to cancel this agreement by a clear statement (e.g. by a letter sent by post, fax or e-mail).

Cancellation by you after the 14-day Cancellation Period

After the cancellation period has passed if it applied to you, and from the date of purchase if not, you can cancel your plan by contacting us by email by a clear statement. However, we will not refund any tuition fees already paid to us. This refers to payments made by any payment method, including subscription payments. If you wish to make this cancellation we will send a confirmation email to show it has been processed.

TERMINATION POLICY

'Termination' means stopping or leaving all or part of the program or programs booked, or reduction in weekly lessons, including extensions, once the first program has started (in the USA and Canada, this applies to the current period of enrolment only).

When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated (except for students attending our Vancouver location).

In all cases additional service charges (e.g. airport transfers, courier fees, application fees, medical insurance, accommodation placement fee, program supplement fee, etc.) are non-refundable and written notification of termination must be given to the School Principal/Director (written notice not required in the USA). Students who terminate their program may not be eligible to receive a Kaplan certificate and will not be allowed to stay in Kaplan accommodation.

1. Tuition

• UK AND IRELAND

Students wishing to terminate must give 4 weeks' written notice to the School Director. No refunds will be made for tuition. Tuition fees are non-transferable to other students.

• TORONTO, CANADA

Students wishing to terminate must give 4-weeks' written notice to the School Director; however, a notice of dismissal is effective the date it is delivered to the student.

Refunds will be calculated as below according to the percentage of the program completed (in weeks), including any applicable notice period:

- If up to 10% of the program has been completed: 50% refund of unused tuition fees

- If 11-30% of the program has been completed: 30% refund of unused tuition fees

- If more than 30% of the program has completed: 0% refund of unused tuition fees

Kaplan will refund fees paid for course materials if not provided to the student. In all cases where a student terminates their studies, the relevant immigration authorities will be informed.

• VANCOUVER, CANADA

A notice of termination (e.g., withdrawal or dismissal) is effective the date it is delivered by or to the student. Refunds will be calculated as below according to the percentage of the program (in hours) completed:

- If the student withdraws up to 7 days after the program start date, Kaplan will retain 10% of tuition paid, up to a maximum of \$1000

- If up to 10% of the program has been completed, Kaplan will retain 10% of tuition paid and refund the remaining 90%

- If 11-30% of the program has been completed, Kaplan will retain 30% of tuition paid and refund the remaining 70%

- If 31-50% of the program has been completed, Kaplan will retain 50% of tuition paid and refund the remaining 50%

- If more than 50% of the program has been completed, there will be no refund

Kaplan will refund fees paid for course materials if not provided to the student. In all cases where a student terminates their studies, the relevant immigration authorities will be informed.

CANADA OTHER

No Show:

If the student is a No Show for the first 30% of the program, Kaplan will retain 50% of tuition paid and refund fees paid for course materials, if not provided to the student.

Refusal of Study Permit:

Before 30% of the program would have been provided, had the student started on the program start date (as indicated in the most recent Letter of Acceptance), Kaplan will refund 100% of tuition paid and all related fees, other than application fee.

Student enrolled in a program without having met the admission requirements for the program:

If the student did not misrepresent their knowledge or skills when applying for admission and is unable to partake in any classes offered, Kaplan will refund 100% tuition and all related fees, including the application fees.

• **USA**

Initial Period of Enrollment*

Refunds will be calculated for terminations (i.e., the last date the student is enrolled on the program and for which attendance is required) made during the initial period of enrollment as follows:

- any time during the 1st four weeks: 4-weeks' tuition shall be charged (the full listed weekly tuition price based on weeks used) and all remaining unused tuition shall be refunded;
- after the 4th week and up to halfway through the current period of enrollment: all remaining unused tuition shall be refunded (the full listed weekly tuition price based on weeks used; or
- after more than 50% of the current period of enrollment has been completed: no refund shall be given. Subsequent Periods of Enrollment ("Extension")

For students who have completed their first period of enrollment and who withdraw before or during a subsequent period of enrollment (e.g., extension period), refunds will be calculated for termination as follows:

- before an Extension has commenced: all tuition fees shall be refunded;
- before more than 50% of the Extension has been completed: all remaining tuition fees shall be refunded (weekly tuition price will be recalculated based on weeks used and prorated based on current pricing); or
- after more than 50% of the Extension has been completed: no refund shall be given
- Note: In the case where multiple centers were booked initially, the total number of weeks booked will be used in the calculation of any refund.

2. Accommodation

• **UK, IRELAND, USA AND CANADA**

In order to terminate their accommodation contract, students must give at least 4 weeks' notice in writing to the School Principal/Director. The student acknowledges that some hostels and apartments require more notice and may charge a higher cancellation fee - where this is the case it will be notified to the student.

At least 8 weeks' written notice will be required for terminating discounted accommodation packages. Such notice should be sent to the School Principal/Director.

REFUNDS

A refund will be made of the unused accommodation fee less the applicable notice period and the applicable change fee. Refunds will be calculated based on the total accommodation weeks booked, including periods of extension. Used weeks of discounted accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.

For accommodation terminations made after 50% of the total accommodation booking length has been completed, no refund will be given. Some residential options may have additional terms and conditions relating to reservation cancellation, including minimum notice period; these will be included in any refund calculation.

GROUPS

- A minimum of 20% non-refundable deposit is payable within 5 business days following confirmation and agreement of KLG services.
- All Group bookings must be fully paid at least six (6) weeks prior to the Program Start Date or in accordance with any additional contracted payment terms agreed between Kaplan and the Group Leader (if applicable). Kaplan reserves the right to withhold services or cancel the Group booking, if payment is not received six (6) weeks prior to the Program Start Date.
- Individual cancellations within the group are treated as per standard Terms and Conditions.
- If the Group booking must be cancelled or postponed for any reason, Kaplan must be notified immediately in writing. The Group Organiser may be liable for any costs incurred by Kaplan for any pre-booked social activities, accommodation or transportation costs that are later cancelled. The total fees payable shall be confirmed by Kaplan upon receipt of the cancellation or postponement request and shall be calculated in accordance with the Cancellation Policy in Kaplan's standard terms and conditions.
- Where a student is refused a visa the deposit (and any non-refundable fees) will be retained by Kaplan. All other fees will be returned upon receipt of the student's visa refusal documentation.
- For any Group or individual member of a Group, who does not arrive, and Kaplan has not received any prior confirmation of cancellation or postponement, Kaplan shall retain all fees paid for by the Group and/or individual member of a Group (as applicable).

GENERAL

These Terms and Conditions may differ according to any changes in the policy made by the accrediting body or government (local or national) where the school is located. You will be notified at the time of booking of any such amendments. Any dispute, claim or other matter arising will be subject to the current laws in the destination country (or state or province). In these Terms and Conditions, Kaplan refers to all Kaplan International Languages group schools. As at the date that these Terms and Conditions were updated, the Kaplan International Languages group schools are as follows (locations and school names vary worldwide): ESL Education, Alpadia, Aspect Education (including Aspect, Aspect International Language Academies and Aspect International Language Schools), Kaplan Business School Australia, Browns English Language School, Lexis English and ELC English Language Company (the **Kaplan International Languages Group Schools**). Kaplan International Languages may sub-contract or delegate the provision of the study program to any one of the Kaplan International Languages Group Schools. If you progress to study at one of our Pathway Partners separate terms and conditions will apply. These terms and conditions only apply to your study with Kaplan International Languages.

Website User Agreement

General

This website is owned and operated by Aspect Education UK Ltd. (Company No. 4053877. Registered in the UK. VAT Number: 152088224), whose registered office is at 184 Shepherd's Bush Road, Hammersmith, London, W6 7NL.

For the purposes of these Website Terms and Conditions "We", "Our" and "Us" refers to Kaplan, a division of Kaplan, Inc. Please review these Terms and Conditions carefully before using this website. Your use of this website indicates your agreement to be bound by these Terms and Conditions.

Data Protection

Any personal information you supply to us when you use this website will be used in accordance with our Privacy Policy.

Propietery Rights

All trade marks, copyright, database rights and other intellectual property rights in the materials on this website (as well as the organization and layout of this website) together with the underlying software code are owned either directly by us or by our licensors. Without our prior written permission, you may not copy, modify, alter, publish, broadcast, distribute, sell or

transfer any material on this website or the underlying software code whether in whole or in part. However, the contents of this website may be downloaded, printed or copied for your personal non-commercial use.

Acceptable Use

You may only use this website in accordance with these Terms and Conditions and, in any event, for lawful and proper purposes which includes complying with all applicable laws, regulations and codes of practice within the UK or other jurisdiction from which you are accessing this website.

In particular, you agree that you will not: post, transmit or disseminate any information on or via this website which is or may be harmful, obscene, defamatory or otherwise illegal; use this website in a manner which causes or may cause an infringement of the rights of any other; make any unauthorized, false or fraudulent booking; use any software, routine or device to interfere or attempt to interfere electronically or manually with the operation or functionality of this website including but not limited to uploading or making available files containing corrupt data or viruses via whatever means; deface, alter or interfere with the front end "look and feel" of this website or the underlying software code; take any action that imposes an unreasonable or disproportionately large load on this website or related infrastructure; obtain or attempt to obtain unauthorized access, via whatever means, to any of our networks. Without prejudice to any of our other rights (whether at law or otherwise), we reserve the right to: cancel your bookings without reference to you; and/or deny you access to this website where we believe (in our absolute discretion) that you are in breach of any of these Terms and Conditions.

Changes to the Website

We may make improvements or changes to the information, services, products and other materials on this website, or terminate this website, at any time without notice. We may also modify these Terms and Conditions at any time, and such modification shall be effective immediately upon posting of the modified Terms and Conditions on this website. Accordingly, your continued access or use of this website is deemed to be your acceptance of the modified Terms and Conditions.

Links to other Websites

This website may include links to other internet sites. We do not endorse any such websites and we are not responsible for the information, material, products or services contained on or accessible through those websites. Your access and use of such websites remains solely at your own risk.

You may only link to this website with our express written permission. We expressly reserve the right to withdraw our consent at any time to a link which in our sole opinion is inappropriate or controversial.

Limitation of Liability

In no event will we be liable for any direct, indirect, special, punitive, exemplary or consequential losses or damages of whatsoever kind arising out of access to, or the use of this website or any information contained in it, including loss of profit and the like whether or not in the contemplation of the parties, whether based on breach of contract, tort (including negligence), product liability or otherwise, even if advised of the possibility of such damages.

Nothing in these Terms and Conditions shall exclude or limit our liability for death or personal injury caused by negligence or for fraudulent misrepresentation.

Disclaimer of Warranty

To the maximum extent permitted by law, we disclaim all implied warranties with regard to the information, services and materials contained on this website. All such information, services and materials are provided "as is" and "as available" without warranty of any kind.

Indemnification

You agree to indemnify, defend and hold us harmless from any liability, loss, claim and expense (including reasonable legal fees) related to your breach of these Terms and Conditions.

Booking Terms and Conditions

These Website Terms and Conditions refer only to your use of this website and separate conditions apply to our online bookings. Our online booking terms and conditions can be viewed above: Terms and Conditions.

Miscellaneous

These Terms and Conditions contain all the terms of your agreement with us relating to your use of this website. No other written or oral statement (including statements in any brochure or promotional literature published by us) will be incorporated.

Kaplan makes no warranty whatsoever for the reliability, stability or any virus-free nature of any software being downloaded from this website, nor for the availability of the download sites where applicable.

All software products downloaded from any section of this website or via a link pointed to by this website are downloaded, installed, and used totally and entirely at the users own risk.

Your use of this website, any downloaded material from it and the operation of these Terms and Conditions shall be governed by, construed and interpreted in accordance with the laws of England and Wales and you agree to submit to the non-exclusive jurisdiction of the English Courts. We reserve the right to bring proceedings in the Courts of the country of your residence.

Throughout this website the terms "partner(s)" and "partnership(s)" are used to refer to individual marketing or co-operation agreements and not to any relationship which has specific legal or tax implications. Kaplan cannot therefore accept any liability for the conduct of these partner organizations.

Safeguarding Policy

KI UK & IRE schools have a Safeguarding Policy (for [UK](#) and [Ireland](#)) available for all staff, hosts and parents that comprehensively details how we are committed to safeguarding students.

Modern Slavery Statement

KIE have a [Modern Slavery statement](#) which outlines Kaplan's standards to ensure that all employees are treated with respect and dignity, are working under their own free will, and are being properly compensated for their effort. Kaplan is committed to the social and environmental responsibility and has zero tolerance for slavery and human trafficking.

[Cookies and Other Technologies](#)

California State Disclosures

Effective March 14, 2022, Kaplan International schools in California are exempt from regulation under the [California Private Postsecondary Education](#) Act of 2009. We have met the qualifications for exemption from regulation under the Act, pursuant to California Educational Code (CEC) section 94874(a).

ALPADIA TERMS & CONDITIONS

Terms & Conditions

Please read our terms and conditions carefully

Language camps 8-17

1. Registration and confirmation

All bookings received by Alpadia S.A. ("Alpadia") by post, e-mail or telephone and online registrations will be deemed to be valid. By signing and returning the online application form the participant is agreeing to enter into a binding contract with Alpadia. Confirmation of the booking will be made within a maximum of 5 working days following receipt of a valid booking (if the course booked is available). Once this booking confirmation has been issued, a legally binding contract based on these terms and conditions will be formed between the participant and Alpadia subject to the participant meeting all applicable immigration requirements. Where the registered person is an adult, that person will become a contract partner of Alpadia. Where the registered person is not an adult, their parent/guardian will become the contract partner of Alpadia. In that event, the parent/guardian must sign the contract and give their correct address and contact details. The person who is contractually registered to a language course will become a "participant", designated as such below. The person who signs the contract (either the participant themselves or, where the person is a minor, their parent/guardian) will be identified as a "contract partner", designated as such below

Your attention is particularly drawn to the following clause 2:

2. Image rights of the participant

The participant (or their parent or guardian where applicable):

- grants Alpadia S.A. permission to take photographs, video and audio recordings of their image, voice and any work (for example, artwork) (the "Material") they do during their language course with Alpadia S.A.
- agrees to the Material being copied, published and otherwise used for Alpadia S.A.'s (or a third party agent of Alpadia S.A.'s) worldwide promotional purposes (the "Permitted Purpose"). This shall include in its printed and online marketing materials and on any social media network.
- agrees that Alpadia S.A. may store and/or transfer across international borders, copies of the Material.
- agrees that Alpadia S.A. will store the Material and any copies for as long as necessary to fulfil the Permitted Purpose.
- can request that where they or their child are used in published Material, any identifiable features are removed (for example, this may include them or their child being blurred in any images or videos or their voice being distorted in audio recordings) at any time by contacting Alpadia S.A. using any of the following methods:
 - Telephone number: +41 21 621 88 88
 - Email address: info@alpadia.com; or Postal address: Grand-Rue 42, 1820 Montreux, Switzerland
- can withdraw their consent for use of the Material at any time by contacting Alpadia S.A. using the methods above.:

Where the Material is already included in published physical material including but not limited to pamphlets, flyers and prospectuses the participant (or their parent or guardian) understands that it will not be possible to remove the Material.

Where the Material is included in published nonphysical material including but not limited to websites, training material and intranet sites Alpadia S.A will remove the Material as soon as is reasonably practical to do so.

For data protection purposes, Alpadia S.A. is the controller of (and responsible for) the personal data comprising the Material and any related personal data. Alpadia S.A. will ensure that it complies with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of the Material and any related personal data; and process the Material and any related personal data in accordance with Alpadia S.A.'s [privacy notice](#).

3. Information provided at the time of registration

The contract partner expressly declares that the information provided at the time of registration for a language course is true and accurate. Any inaccurate information or omission may lead to immediate expulsion from the course (for example, if a "beginner" overestimates their level of linguistic ability in order to be able to start a course on a date other than the official commencement date for "beginners"). In that event, the costs of the course will not be refundable, either in whole or in part. Participants will take a placement test shortly after arrival at their destination school and will be placed into the following levels: Beginner-Elementary, Intermediate, or Advanced.

4. Application Fees

Alpadia will charge the following Application Fee for each booking:

- CHF 125 (for bookings in Switzerland);
- € 90 (for bookings in France and Germany);
- GBP 60 (for bookings in England);
- 160 USD / \$50 late registration

This fee is non-refundable. In the event of late registration (being two weeks or less before the commencement date of the relevant language course), participants will be charged an extra fee for express processing of their booking of:

- CHF 45 (for bookings in Switzerland);
- € 40 (for bookings in France and Germany);
- GBP 40 (for bookings in England);

5. Changes to course

Any change to school location, course downgrade, change in weeks booked or removal of additional service will be charged at CHF 95 (for bookings in Switzerland), € 80 (for bookings in France and Germany), GBP 50 (for bookings in England), or USD 105 per change. No charge for upgrades. For postponement related changes, please refer to postponement policy. Alpadia is not obliged to fulfil any change request. If changing to a location (or changing course) where fees are lower prior to the course start date, the difference in fees will not be refunded. If the change occurs after the course commencement date, there will be no refund of the difference. If changing to a more expensive location or course, the difference in fees will be charged. All changes are subject to Alpadia's discretion and require approval of the Camp Manager. Participants will not be charged a change fee if they extend their course, but late homestay extensions may require a re-placement fee.

6. Postponement Policy

6. Postponement Policy

- Postponements will only be made on receipt of a valid written student request.
- Bookings may be postponed a maximum of two times within one year of the original booking date.
- Bookings may only be postponed by up to 6 months at a time and up to one year in exceptional circumstances.
- Your booking will be postponed honoring the original fees you have paid.
- Only one tuition promotion may be used at any time; any previously expired promotions will no longer be valid at the time of postponement; a current promotion, valid at the time of postponement, may be applied.
- Any additional incurred actual costs for accommodation postponements, regardless of notice provided, will also be charged.
- In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.
- Postponements made less than 14 days before the arrival date on the Booking Confirmation Form, including failure to show up, will incur a fee of one week's accommodation and one week's tuition fee.

7. Conditions of payment

Fees will become payable immediately on receipt by the participant/contract partner of their confirmation of booking as follows:

- deposit payment of 10% of the total invoice or a minimum fee of € 250/ CHF 200/£ 200/ USD 250 (whichever is more);
- payment of the premium for the health insurance (where such policies have been taken out by the participant).

The balance of the total fees for the course, accommodation and any extra activities must be paid at least four weeks prior to the commencement date of the language course. Neither the course nor the accommodation will be deemed to have been paid for unless the relevant amount has been received into the account details provided by Alpadia upon confirmation of registration.

In the event of a booking made within 4 weeks of the commencement date of the language course, the contract partner acknowledges that the full amount is due at registration.

Payment of fees can be made online by credit card through Flywire or by bank transfer. Details of how to pay will be provided at the time of booking.

8. Payment period

In the event that the payment periods specified by Alpadia in the confirmation are not complied with, the contract partner will be held liable. In such circumstances, Alpadia reserves the right to refuse the participant entry to the course. No claims will be accepted by Alpadia that arise from the contract partner's failure to comply with the payment periods communicated to the contract partner.

9. Proof of payment

Participants may be asked to provide documentary proof of payment of the full fee for their course and accommodation either before or on commencement of the language course. Failure to do so may mean that entry to both the course and the accommodation will be refused. In the case of late registration, Alpadia will ask for proof before sending the pre-arrival documentation

10. Cancellation – standard policy

This Standard Cancellation Policy shall apply:

Written cancellation notice provided 22 days or more before the arrival date listed on the booking confirmation form

Charges & Refunds

You shall be refunded: 100% of the package fee. The following items shall not be refundable:

- (a) Application Fee: CHF 125 (for bookings in Switzerland), € 90 (for bookings in France and Germany), GBP 60 (for bookings in England), USD 160 (+ USD 30 bank charges)
- (b) Any non-refundable Insurance Fee
- (c) Administration Fee: CHF 170 (for bookings in Switzerland); € 125 (for bookings in France and Germany), GBP 105 (for bookings in England).
- (d) Courier Fee: CHF 120 (for bookings in Switzerland); € 90 (for bookings in France and Germany); GBP 40 (for bookings in England).
- (e) Bank Charges: CHF 45 (for bookings in Switzerland); € 40 (for bookings in France and Germany); GBP 40 (for bookings in England);
- (f) Transfer Fees
- (g) All fees paid for PREMIUM+
- (h) AM guarantee

Written cancellation notice provided less than 21 days before the arrival date listed on the booking confirmation form, including failure to show up

No refund will be given for tuition, meals, activities and accommodation fees. The following items shall not be refundable:

- (a) Application Fee: CHF 125 (for bookings in Switzerland); € 90 (for bookings in France and Germany), GBP 60 (for bookings in England).
- (b) Any non-refundable Insurance Fee
- (c) Administration Fee: CHF 170 (for bookings in Switzerland); € 125 (for bookings in France and Germany); GBP 105 (for bookings in England).
- (d) Courier Fee: CHF 120 (for bookings in Switzerland); € 90 (for bookings in France and Germany); GBP 40 (for bookings in England).
- (e) Bank Charges: CHF 45 (for bookings in Switzerland); € 40 (for bookings in France and Germany); GBP 40 (for bookings in England).
- (f) Transfer Fees
- (g) All fees paid for PREMIUM+

On written notification of a visa rejection and receipt of supporting documentation

In the event that a participant is refused a visa and a copy of the original refusal document issued by the Swiss/German/French/British Embassy (as applicable) is supplied, Alpadia undertakes to reimburse the whole amount paid, less:

- (a) the Administration Fee: CHF 170 (for bookings in Switzerland); € 125 (for bookings in France and Germany); GBP 105 (for bookings in England).
- (b) the Bank Charges: CHF 45 (for bookings in Switzerland); € 40 (for bookings in France and Germany); GBP 40 (for bookings in England); If no proof of refusal is provided, Alpadia will not refund.

The amounts to be paid by the contract partner on cancellation must be received no later than 10 days following receipt of the cancellation invoice.

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person. Refunds will be made within 45 days of Alpadia's written notification of cancellation

11. Cancellation - Distance Selling Regulations

'Distance Contract' means a distance contract or an off-premises contract as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (as amended from time to time)

In the event of a Distance Contract, participants who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the participant/contract partner gives notice of cancellation to Alpadia **within the fourteen (14) calendar day** period beginning on the day on which the booking confirmation was issued by Alpadia.

- If a participant exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the participant less any fees charged for services already performed by Alpadia.
- If the participant has already commenced studying with Alpadia during the fourteen (14) day period, they must pay a reasonable charge calculated by Alpadia for the period of study undertaken.
- To exercise the right to cancel under the EU distance contract terms, the participant must inform Alpadia of the participant's decision to cancel this agreement by email to: bookings@alpadia.com

12. Cancellation insurance

Alpadia recommends that contract partners take out a cancellation insurance policy. In the event that the participant has taken out cancellation insurance and then cancels their course, they will be responsible for notifying their insurers. Under no circumstances will a cancellation insurance policy render Alpadia liable for non-reimbursement of a course. Alpadia offers cancellation insurance on request for citizens of the EU and EEA.

13. Termination

Participant's must give at least 24 hours' notice of their intention to leave the camp before the end of their scheduled stay. No refunds of the package fees will be paid for any early termination of the camp by a participant or their parent/ guardian.

Groups

- A minimum of 20% non-refundable deposit is payable within five (5) business days following confirmation and agreement of Alpadia services.
- All Group bookings must be fully paid at least six (6) weeks prior to the Program Start Date or in accordance with any additional contracted payment terms agreed between Alpadia and the Group Leader (if applicable). Alpadia reserves the right to withhold services or cancel the Group booking, if payment is not received six (6) weeks prior to the Program Start Date.
- Individual cancellations within the group are treated as per standard Terms and Conditions.
- If the Group booking must be cancelled or postponed for any reason, Alpadia must be notified immediately in writing. The Group Organiser may be liable for any costs incurred by Alpadia for any pre-booked social activities, accommodation or transportation costs that are later cancelled. The total fees payable shall be confirmed by Alpadia upon receipt of the cancellation or postponement request and shall be calculated in accordance with the Cancellation Policy in Alpadia's standard terms and conditions.
- Where a student is refused a visa the deposit (and any non-refundable fees) will be retained by Alpadia. All other fees will be returned upon receipt of the student's visa refusal documentation.
- For any Group or individual member of a Group, who does not arrive, and Alpadia has not received any prior confirmation of cancellation or postponement, Alpadia shall retain all fees paid for by the Group and/or individual member of a Group (as applicable).

14. Passports and visas

The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa or electronic travel authorisations (ETA), and the health regulations required to enter and stay in Switzerland/Germany/France/UK (as applicable). Under no circumstances will Alpadia be held liable for any notice of refusal to enter or stay in Switzerland/Germany/France/UK given to a participant. Information relating to the regulations governing security, health and obtaining a visa/ETA can be obtained from the Swiss/German/ French/British Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay in Switzerland/Germany/ France/UK as a result of their own fault or conduct. Alpadia will provide a letter of invitation to the participant to assist with the visa application following receipt of all the costs of the language course from the participant/ contract partner. Participants are responsible and need to make sure they have a passport on time in their possession before the start of their course.

15. Accident/health insurance

Every participant will be solely responsible for obtaining accident and health insurance cover valid for the country in which they intend to stay for the whole duration of their stay. This insurance is mandatory during a participant's study at Alpadia and can be purchased through Alpadia or other insurance providers. In the event that any participant does not have such cover at the time of registration, an appropriate insurance policy covering these risks can be purchased from Alpadia if requested.

16. Damage caused by participants / civil liability

Prior to arrival at Alpadia, each participant must take out a policy of insurance to cover any loss/damage which they may cause during the course of their stay. In any event, and even if a participant does not feel that it is appropriate for them to take out such insurance, the participant and/or contract partner shall remain liable for any losses, expenses and claims suffered or incurred by Alpadia, its commercial partners and any other third party caused by the conduct of the participant unless such losses, expenses or claims are attributable to any act or omission of Alpadia.

17. Obligations of participants

Participants are required to attend the course and to arrive on time. They are responsible for choosing a course which is appropriate for their level of capability. Failure to attend the course, or irregular attendance, or any disruption to lessons caused by an individual participant's behaviour will entitle Alpadia to expel the participant. The same sanction may apply to inappropriate behaviour in the place of accommodation offered by Alpadia. Alpadia will not refund or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred caused by a participant's expulsion.

18. Accommodation: Arrivals and departures

All accommodation is booked from the Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Check-in time for most accommodation is from 14:00 to 16:30 and check-out time is from 09:00 to 11:30 unless special arrangements have been made with the accommodation provider or an alternative check-in/check-out time is noted in the accommodation fact file. Students arriving between 22:30 – 06:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation. Students wishing to book an extra night on arrival (for Saturday arrivals) and/or on departure (for Sunday departures) can do so at a rate provided on request depending on availability by Alpadia.

19. Duration of lessons

All English lessons are 45 minutes in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Alpadia cannot guarantee a specific timetable, and schedules are subject to change, unless students have purchased the AM Guarantee. The AM Guarantee is subject to availability, for students in levels A1 to C1.

20. Substitution policy

If, after the placement test taken on arrival at the summer camp a participant is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the participant in an appropriate level class, which may have fewer lessons and a different curriculum. Participants who do not have the ability to follow any course on offer may be required to terminate their studies with Alpadia. We also reserve the right to cancel courses at short notice due to insufficient demand.

21. Course changes:

Alpadia has the right to change accommodation options, course dates, course curricula, instructors, locations and courses at any time at its discretion. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the participant, all fees will be refunded.

course is rescheduled prior to the start of the first course and the new date is unacceptable to the participant, all fees will be refunded.

22. Prices

Alpadia may change prices due to tax increases, governmental actions or any other event or circumstance beyond Alpadia's reasonable control or circumstances that may affect the operations of the business. Prices are valid for courses starting in 2024.

23. Learning materials

All learning materials will be made available to participants during their course and are included in the tuition fee

24. Late arrival

In order to avoid disturbing the class, any participant who arrives more than 15 minutes late should wait for the break before joining the class.

25. Meals and classes missed

No refunds or substitutions will be made for meals or classes missed due to public holidays, exams, excursions, internships (if applicable), first day orientation or other obligations that fall outside the normal schedule.

26. Inconsistent attendance

Any participant who does not attend all of the classes which make up the language course will not be entitled to any reimbursement for missed classes. Participants will not be entitled to receive their certificate for completing the course unless they attend at least 80% of the classes.

27. Complaints

We work hard to ensure that you receive the level of service that you require. However, there may be times when you are not completely happy with the level of service that you receive. All of the staff at Alpadia are available for you to talk to if you have any concerns and we promise to respond to your questions within 2 working days. If you are unhappy or dissatisfied with the service we provide, please follow the steps listed below in order to seek a solution to the problem.

Step One

Teaching: If you have concerns or worries about your class or learning please talk to your teacher first. After talking to your teacher, if you are still unhappy, please speak to the Camp Manager.

Accommodation: If you have concerns regarding the accommodation service we provide then please talk to the Camp Manager.

Administration: If you are unhappy with the way your course has been administered e.g. payments, dates, then please speak to the Customer Care Manager.

Step Two

If you are not happy with the answer provided by these staff members, then please raise your concerns with the Centre Manager.

Final Step

If you are still not satisfied with our responses, then you may wish to raise your complaint with the professional organisation that accredits the school. The contact details are below: Equality 29/30 Fitzroy Square, London, W1T 6LQ,

28. Changes affecting prices, dates or services

Until such time as a participant receives the confirmation of registration, Alpadia may change the dates and prices of language courses published on the internet, brochure or any other communication tools at any time. Following confirmation of registration between Alpadia and the participant, Alpadia may change its programme of services, provided that the changes are minor, unavoidable and do not in any way adversely impact the teaching services to be provided to the participant. In the event that the "key" services provided by Alpadia are affected by major changes, participants may withdraw or apply to join a different course of the same value, if Alpadia is in a position to provide this. Alpadia must notify participants of any changes immediately and participants must notify Alpadia as soon as possible after receipt of such notification of their intention to exercise their rights set out in this clause.

29. Minimum number of participants

In the event that it is not possible to achieve the minimum number of participants required for a language course (4 persons for a group course), Alpadia will notify the participant and contract partner at least one week prior to the commencement date of the course. If Alpadia is unable to provide an alternative course, Alpadia will undertake to reimburse all fees paid to date by the participant/contract partner. Under no circumstances will Alpadia pay compensation for any inconvenience or loss of time. In the event that none of the courses are appropriate for the participant's level of ability, Alpadia reserves the right to substitute the group course for private tuition and adapt the number of lessons accordingly. The number of hours of private tuition will depend on the amount paid by the participant and the number of participants.

30. Activities

Depending on the weather conditions or other circumstances beyond the control of Alpadia and its organisation, Alpadia reserves the right to cancel one or more of the scheduled activities available at each school. In that event, Alpadia undertakes to substitute the cancelled activities with a suitable alternative activity.

31. Force majeure:

Alpadia shall not be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control including but not limited to: fire; natural disaster; acts of government; failure of suppliers or sub-contractors; labour disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; pandemics and other public health emergencies; any negligent or wilful act or failure to act by any third party; or any other cause beyond the direct control of Alpadia (each a "Force Majeure Event").

Where any course is cancelled by Alpadia as a result of a Force Majeure Event, it is acknowledged that:

- Alpadia has the right to retain a pro-rated amount of any fees paid where services have been partially provided.
- Any fees retained will be proportionate to the services provided;
- Alpadia shall be entitled to deduct any irrecoverable fees it suffers from the amount of any refund, for example cancellation fees or similar;
- Alpadia shall have the right to provide a substitute course to the cancelled course, including online and virtual alternatives; and
- Any third party services procured by Alpadia on behalf of the participant, including but not limited to accommodation, transfers or insurance shall remain subject to the terms of the respective provider's terms and Alpadia shall not be liable for such third party services or any act or omission of such third party.

32. Liability

To the extent permitted by law, the liability of Alpadia, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to Alpadia for the particular language course. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages. Under no circumstances can Alpadia be held liable for any loss resulting from illness, accident or inconvenience caused by poor service provided by any agent appointed by Alpadia. Furthermore, Alpadia will not be responsible for the loss of any valuables, personal items, money, or other possessions unless such losses arise from the gross negligence of Alpadia.

33. Safety and security

Alpadia is authorised to take all reasonable action as required to ensure the well being, safety and good health of the participants. Alpadia is also entitled to take all necessary measures

Alpadia is authorised to take all reasonable action as required to ensure the well-being, safety and good health of the participants. Alpadia is also entitled to take all necessary measures to provide a participant with any appropriate medical care in the event of necessity. Any costs arising from such medical attention will be borne by the participant, or their parent/guardian if they are a minor. A written release/authorisation signed by a participant's parent or guardian will be required for minors.

34. Protection of personal data

Your privacy is important to us. It is important that you read our privacy policy which informs you about how we process your personal data.

This can be found at: <https://www.alpadia.com/en/privacy>

35. Applicable law and jurisdiction

Swiss law will apply exclusively to the contractual relationship between Alpadia and the participant and/or contract partner. Jurisdiction will lie with the courts of Montreux, Switzerland.

36. General

As a member of the Kaplan group of companies, Alpadia is subject to laws imposed by various jurisdictions on conducting business with sanctioned parties and countries. It is our policy to fully comply with applicable sanction restrictions, including those imposed by the United States, United Kingdom, Switzerland and the European Union. While we are not prohibited from transacting with individuals with a connection to a sanctioned country, we need to ensure that no part of the transaction will be in contravention of US sanctions laws under a series of prescribed compliance checks, including verification as to source of funding and persons providing such funding, before any monies or services can be transacted.

Language courses 16+ and Pathway programmes

1. Registration and confirmation

All bookings received by Alpadia S.A. ("Alpadia") by post, e-mail or telephone and online registrations will be deemed to be valid. By signing and returning the online application form the participant is agreeing to enter into a binding contract with Alpadia. Confirmation of the booking will be made within a maximum of 5 working days following receipt of a valid booking (if the course booked is available). Once this booking confirmation has been issued, a legally binding contract based on these terms and conditions will be formed between the participant and Alpadia subject to the participant meeting all applicable immigration requirements. Where the registered person is an adult, that person will become a contract partner of Alpadia. Where the registered person is not an adult, their parent/guardian will become the contract partner of Alpadia. In that event, the parent/guardian must sign the contract and give their correct address and contact details. The person who is contractually registered to a language course will become a "participant", designated as such below. The person who signs the contract (either the participant themselves or, where the person is a minor, their parent/ guardian) will be identified as a "contract partner", designated as such below.

2. Information provided at the time of registration

The contract partner expressly declares that the information provided at the time of registration for a language course is true and accurate. Any inaccurate information or omission may lead to immediate expulsion from the course (for example, if an "absolute beginner" overestimates their level of linguistic ability in order to be able to start a course on a date other than the official commencement date for "absolute beginners"). In that event, the costs of the course will not be refundable, either in whole or in part. At the time of enrolment, participants are required to take a compulsory language test online after confirming their booking. Alpadia reserves the right to refuse the booking if the participant fails to take the compulsory language test. Alpadia cannot guarantee that a participant will be placed in a class at their appropriate aptitude level if the participant does not take the online placement test.

3. Application Fees

Alpadia will charge the following Application Fee for each booking: CHF 125 (for bookings in Switzerland) or € 90 (for bookings in France and Germany). This fee is non-refundable. In the event of late registration (being two weeks or less before the commencement date of the relevant language course), participants will be charged an extra fee of CHF 45 (for bookings in Switzerland) or € 40 (for bookings in France and Germany) for express processing of their booking.

4. Changes to course

Any change to school location, course downgrade, change in weeks booked or removal of additional service will be charged at CHF 95 (for bookings in Switzerland), € 80 (for bookings in France and Germany) or GBP 50 (for bookings in England) per change. No charge for upgrades. For postponement related changes, please refer to postponement policy . Alpadia is not obliged to fulfil any change request. If changing to a location (or changing course) where fees are lower prior to the course start date, the difference in fees will not be refunded. If the change occurs after the course commencement date, there will be no refund of the difference. If changing to a more expensive location or course, the difference in fees will be charged. All changes are subject to Alpadia's discretion and require approval of the Customer Care team. Participants will not be charged a change fee if they extend their course, but late homestay extensions may require a re-placement fee.

5. Postponement Policy

- Postponements will only be made on receipt of a valid written student request. This excludes passport not received on time, mild illnesses etc.
- Bookings may be postponed a maximum of two times within one year of the original booking date.
- Bookings may only be postponed by up to 6 months at a time and up to one year in exceptional circumstances.
- Your booking will be postponed honoring the original fees you have paid.
- Only one tuition promotion may be used at any time; any previously expired promotions will no longer be valid at the time of postponement; a current promotion, valid at the time of postponement, may be applied.
- Any additional incurred actual costs for accommodation postponements, regardless of notice provided, will also be charged.
- In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.
- Postponements made less than 7 days before the arrival date on the Booking Confirmation Form, including failure to show up, will incur a fee of two week's accommodation and one week's tuition fee.

6. Conditions of payment

Fees will become payable immediately on receipt by the participant/contract partner of their confirmation of booking as follows:

- Deposit payment of 10% of the total invoice or a minimum fee of € 250/CHF 200 (whichever is more); and
- Payment of the premium for the health insurance (where such policies have been taken out by the participant).

The balance of the total fees for the course, accommodation and any extra activities must be paid at least four weeks prior to the commencement date of the language course. Neither the course nor the accommodation will be deemed to have been paid for unless the relevant amount has been received into the account details provided by Alpadia upon confirmation of registration.

In the event of a booking made within 2 weeks of the commencement date of the language course, the contract partner acknowledges that the full amount is due at registration.

Payment of fees can be made online by credit card through Flywire or by bank transfer. Details of how to pay will be provided at the time of booking.

7. Payment period

In the event that the payment periods specified by Alpadia in the confirmation are not complied with, the contract partner will be held liable. In such circumstances, Alpadia reserves the right to refuse the participant entry to the course. No claims will be accepted by Alpadia that arise from the contract partner's failure to comply with the payment periods communicated to the contract partner.

to the contract partner.

8. Proof of payment

Participants may be asked to provide documentary proof of payment of the full fee for their course and accommodation either before or on commencement of the language course. Failure to do so may mean that entry to both the course and the accommodation will be refused. In the case of late registration, Alpadia will ask for proof before sending the pre-arrival documentation.

9. Cancellation – standard policy

This Standard Cancellation Policy shall apply except where varied by the specific provisions in clause 9 below.

Cancellation Notice

Written cancellation notice provided 22 days or more before the arrival date listed on the booking confirmation form

For Language Schools:

You shall be refunded: 100% of the tuition and accommodation fee less the amounts set out below:

- (a) Application Fee (CHF 125 (for bookings in Switzerland) or € 90 (for bookings in France and Germany))
- (b) Any non-refundable Insurance Fee
- (c) Administration Fee (CHF 170 or € 40)
- (d) Courier Fee (CHF 120 or € 90)
- (e) Bank Charges (CHF 45 or € 40)
- (f) Transfer Fees

For University Pathway Programs (UPP):

You shall be refunded: 100% of the tuition and accommodation fee less the amounts set out below:

- (a) Application Fee (CHF/ € 865)
- (b) University Placement Fee (CHF 510 / € 525 for France / € 525 for Germany)
- (c) Any non-refundable Insurance Fee
- (d) Administration Fee (CHF 170 or € 125)
- (e) Courier Fee (CHF 120 or € 90)
- (f) Bank Charges (CHF 45 or € 40)
- (g) Transfer Fees

Written cancellation notice provided less than 21 days before the arrival date listed on the booking confirmation form, including failure to show up

For Language Schools:

You shall be refunded: Tuition and accommodation fees **less** the amounts set out below:

- (a) 1 week's tuition fees
- (b) 2 week's accommodation fee
- (c) Application Fee (CHF 125 or € 90)
- (d) Any non-refundable Insurance Fees
- (e) Administration Fee (CHF 170 or € 125)
- (f) Courier Fee (CHF 120 or € 90)
- (g) Bank Charges (CHF/€ 45 or € 40)
- (h) Transfer Fees

For University Pathway Programs (UPP):

You shall be refunded: 100% of the tuition and accommodation fee

The following items shall not be refundable:

- (a) Application Fee (CHF/€ 865)
- (b) University Placement Fee (CHF 510 / € 525 for France / € 525 for Germany)
- (c) Any non-refundable Insurance Fee
- (d) Administration Fee (CHF 170 or € 125)
- (e) Courier Fee (CHF 120 or € 90)
- (f) Bank Charges (CHF 45 or € 40)
- (g) Transfer Fees

Cancelation notice

No refund will be issued by Alpadia without proof of visa refusal.

For Language Schools:

In the event that a participant is refused a visa and a copy of the original refusal document issued by the Swiss/German/ French Embassy (as applicable) is supplied, Alpadia undertakes to reimburse the whole amount paid, less the amounts set out below:

- (a) Administration Fee of CHF 170 (for bookings in Switzerland) or € 125;
- (b) Bank Charges of CHF 45 or € 40; and
- (c) Courier Fee of CHF 120 or € 90.

For University Pathway Programs (UPP):

In the event that a participant is refused a visa and a copy of the original refusal document issued by the Swiss/German/ French Embassy (as applicable) is supplied, Alpadia undertakes to reimburse the whole amount paid, less:

- (a) Application Fee (CHF/€ 865)

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person. Refunds will be made within 45 days of Alpadia's written notification of cancellation.

10. Cancellation - Distance Selling Regulations

'Distance Contract' means a distance contract or an off-premises contract as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (as amended from time to time).

In the event of a Distance Contract, participants who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the participant/contract partner gives notice of cancellation to Alpadia within the **fourteen (14) calendar day** period beginning on the day on which the booking confirmation was issued by Alpadia.

- If a participant exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the participant less any fees charged for services already performed by Alpadia.
- If the participant has already commenced studying with Alpadia during the fourteen (14) day period, they must pay a reasonable charge calculated by Alpadia for the period of study undertaken.

To exercise the right to cancel under the EU distance contract terms, the participant must inform Alpadia of the participant's decision to cancel this agreement by email to bookings@alpadia.com.

11. Cancellation insurance

Alpadia recommends that contract partners take out a cancellation insurance policy. In the event that the participant has taken out cancellation insurance and then cancels their course, they will be responsible for notifying their insurers.

12. Termination

'Termination' means stopping or leaving all or part of the course or courses booked, or reduction in weekly lessons, including extensions, once the first course has started.

When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.

In all cases additional service charges (e.g. airport transfers, courier fees, application fees, medical insurance, program supplement fee, etc.) are non-refundable and written notification of termination must be given to the Customer Care team. Students who terminate their program may not be eligible to receive an Alpadia certificate and will not be allowed to stay in Alpadia accommodation.

Tuition

Students wishing to terminate must give 4 weeks' written notice to the Student Support Manager so we may refund remaining tuition fees. Tuition fees are non-transferable to other students.

Accommodation

In order to terminate their accommodation contract, students must give at least 4 weeks' notice in writing to the Student Support Service. The student acknowledges that some hostels and apartments require more notice and may charge a higher cancellation fee - where this is the case it will be notified to the student.

A refund will be made of the unused accommodation fee less the applicable notice period of 4 weeks and the applicable change fee. Refunds will be calculated based on the total accommodation weeks booked, including periods of extension. Used weeks of discounted accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.

Some residential options may have additional terms and conditions relating to reservation cancellation, including minimum notice period; these will be included in any refund calculation.

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person.

13. Passports and visas

The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa, and the health regulations required to enter and stay in Switzerland/Germany/ France (as applicable). Under no circumstances will Alpadia be held liable for any notice of refusal to enter or stay in Switzerland/Germany/France given to a participant. Information relating to the regulations governing security, health and obtaining a visa can be obtained from the Swiss/ German/French Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay in Switzerland/ Germany/France as a result of their own fault or conduct. Alpadia will provide a letter of invitation to the participant to assist with the visa application following receipt of all the costs of the language course from the participant/contract partner. Participants are responsible and need to make sure they have a passport on time in their possession before the start of their course.

14. Accident/health insurance

Every participant will be solely responsible for obtaining accident and health insurance cover valid for the country in which they intend to stay for the whole duration of their stay. This insurance is mandatory during a participant's study at Alpadia and can be purchased through Alpadia or other insurance providers. In the event that any participant does not have such cover at the time of registration, an appropriate insurance policy covering these risks can be purchased from Alpadia if requested.

15. Damage caused by participants / civil liability

15. Damage caused by participants / Civil liability

Prior to arrival at Alpadia, each participant must take out a policy of insurance to cover any loss/damage which they may cause during the course of their stay. In any event, and even if a participant does not feel that it is appropriate for them to take out such insurance, the participant and/or contract partner shall remain liable for any losses, expenses and claims suffered or incurred by Alpadia, its commercial partners and any other third party caused by the conduct of the participant unless such losses, expenses or claims are attributable to any act or omission of Alpadia.

16. Obligations of participants

Participants are required to attend the course and to arrive on time. They are responsible for choosing a course which is appropriate for their level of capability. Failure to attend the course, or irregular attendance, or any disruption to lessons caused by an individual participant's behaviour will entitle Alpadia to expel the participant. The same sanction may apply to inappropriate behaviour in the place of accommodation offered by Alpadia. Alpadia will not refund or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred caused by a participant's expulsion.

17. Accommodation: Arrivals and departures

All accommodation is booked from the Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Check-in times and check-out times are included on the fact sheet for your chosen accommodation unless special arrangements have been made with the accommodation provider or an alternative check-in/check-out time is noted in your booking confirmation. Students arriving between 22:30 – 06:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation. Students wishing to book an extra night on arrival (for Saturday arrivals) and/or on departure (for Sunday departures) can do so at a rate that is 25% of the weekly accommodation rate for their chosen accommodation.

18. Duration of lessons

All language lessons are 45 minutes in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Alpadia cannot guarantee a specific timetable.

19. Substitution policy

If, after taking the online placement test, a participant is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the participant in an appropriate level class, which may have fewer lessons and a different curriculum. Participants who do not have the ability to follow any course on offer may be required to terminate their studies with Alpadia. We also reserve the right to cancel courses at short notice due to insufficient demand.

20. Course changes

Alpadia has the right to change accommodation options, course dates, course curricula, instructors, locations and courses at any time at its discretion. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the participant, all fees will be refunded.

21. Prices

Alpadia may change prices due to tax increases, governmental actions or any other event or circumstance beyond Alpadia's reasonable control or circumstances that may affect the operations of the business. Prices are valid for courses starting in 2024.

22. Learning materials

All learning materials will be made available to participants during their course and are included in the tuition fee.

23. Late arrival

In order to avoid disturbing the class, any participant who arrives more than 15 minutes late should wait for the break before joining the class.

24. Meals and classes missed

No refunds or substitutions will be made for meals or classes missed due to public holidays, exams, excursions, internships (if applicable), first day orientation or other obligations that fall outside the normal schedule.

25. Inconsistent attendance

Any participant who does not attend all of the classes which make up the language course will not be entitled to any reimbursement for missed classes. Participants will not be entitled to receive their certificate for completing the course unless they attend at least 80% of the classes.

26. Complaints

We work hard to ensure that you receive the level of service that you require. However, there may be times when you are not completely happy with the level of service that you receive. All of the staff at Alpadia are available for you to talk to if you have any concerns and we promise to respond to your questions within 2 working days. If you are unhappy or dissatisfied with the service we provide, please follow the steps listed below in order to seek a solution to the problem.

Step One

Teaching: If you have concerns or worries about your class or learning please talk to your teacher first. After talking to your teacher, if you are still unhappy, please speak to the Director of Studies.

Accommodation: If you have concerns regarding the accommodation service we provide then please talk to the Student Support Manager.

Administration: If you are unhappy with the way your course has been administered e.g. payments, dates, then please speak to the Customer Care Manager.

Step Two

If you are not happy with the answer provided by these staff members, then please raise your concerns with the Centre Manager.

Final Step

If you are still not satisfied with our responses, then you may wish to raise your complaint with the professional organisation that accredits the school. The contact details are below:

Equals

29/30 Fitzroy Square,
W1T 6LQ, London,
United Kingdom

27. Changes affecting prices, dates or services

Until such time as a participant receives the confirmation of registration, Alpadia may change the dates and prices of language courses published on the internet, brochure or any other communication tools at any time. Following confirmation of registration between Alpadia and the participant, Alpadia may change its programme of services, provided that the changes are minor, unavoidable and do not in any way adversely impact the teaching services to be provided to the participant. In the event that the “key” services provided by Alpadia are affected by major changes, participants may withdraw or apply to join a different course of the same value, if Alpadia is in a position to provide this. Alpadia must notify participants of any changes immediately and participants must notify Alpadia as soon as possible after receipt of such notification of their intention to exercise their rights set out in this clause.

28. Minimum number of participants

In the event that it is not possible to achieve the minimum number of participants required for a language course (4 persons for a group course), Alpadia will notify the participant and contract partner at least one week prior to the commencement date of the course. If Alpadia is unable to provide an alternative course, Alpadia will undertake to reimburse all fees paid to date by the participant/contract partner. Under no circumstances will Alpadia pay compensation for any inconvenience or loss of time. In the event that none of the courses are appropriate for the participant's level of ability, Alpadia reserves the right to substitute the group course for private tuition and adapt the number of lessons accordingly. The number of hours of private tuition will depend on the amount paid by the participant and the number of participants.

29. Activities

Depending on the weather conditions or other circumstances beyond the control of Alpadia and its organisation, Alpadia reserves the right to cancel one or more of the scheduled activities available at each school. In that event, Alpadia undertakes to substitute the cancelled activities with a suitable alternative activity.

30. Public holidays

The contract partner acknowledges that schools are generally closed on local public holidays, and acknowledges that this will not give rise to any claim for compensation against Alpadia for missed lessons or otherwise.

31. Force majeure:

Alpadia shall not be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control including but not limited to: fire; natural disaster; acts of government; failure of suppliers or sub-contractors; labour disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; pandemics and other public health emergencies; any negligent or wilful act or failure to act by any third party; or any other cause beyond the direct control of Alpadia (each a “**Force Majeure Event**”).

Where any course is cancelled by Alpadia as a result of a Force Majeure Event, it is acknowledged that:

- Alpadia has the right to retain a pro-rated amount of any fees paid where services have been partially provided. Any fees retained will be proportionate to the services provided;
- Alpadia shall be entitled to deduct any irrecoverable fees it suffers from the amount of any refund, for example cancellation fees or similar;
- Alpadia shall have the right to provide a substitute course to the cancelled course, including online and virtual alternatives; and
- Any third party services procured by Alpadia on behalf of the participant, including but not limited to accommodation, transfers or insurance shall remain subject to the terms of the respective provider's terms and Alpadia shall not be liable for such third party services or any act or omission of such third party.

32. Liability

To the extent permitted by law, the liability of Alpadia, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to Alpadia for the particular language course. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages. Under no circumstances can Alpadia be held liable for any loss resulting from illness, accident or inconvenience caused by poor service provided by any agent appointed by Alpadia. Furthermore, Alpadia will not be responsible for the loss of any valuables, personal items, money, or other possessions unless such losses arise from the gross negligence of Alpadia.

33. Safety and security

Alpadia is authorised to take all reasonable action as required to ensure the well-being, safety and good health of the participants. Alpadia is also entitled to take all necessary measures to provide a participant with any appropriate medical care in the event of necessity. Any costs arising from such medical attention will be borne by the participant, or their parent/guardian if they are a minor. A written release/authorisation signed by a participant's parent or guardian will be required for minors.

34. Protection of personal data

Your privacy is important to us. It is important that you read our privacy policy which informs you about how we process your personal data. This can be found at: <https://www.alpadia.com/en/privacy.htm>.

35. Promotional material

The participant (or where applicable, their parents or guardian) agrees that the participant's photographs, videos, artwork or other works as well as recorded or written testimonials and details of the participant's accomplishments may be used worldwide by Alpadia S.A., or by a third party agent of Alpadia S.A., for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notifications. Participants may be photographed and/or filmed during their language course with Alpadia S.A. and they agree to this material being used for Alpadia S.A. worldwide promotional purposes, both printed and online. The participant, or their parent or guardian, also agrees to give consent to Alpadia S.A. to store or transfer across international borders, copies of the participant's images, videos and testimonials solely for the promotional purposes outlined above. These terms and conditions will be deemed non-applicable only if the participant or their parent or guardian specifically withdraws their consent, in writing, at any time after registration.

36. Applicable law and jurisdiction

Swiss law will apply exclusively to the contractual relationship between Alpadia and the participant and/or contract partner. Jurisdiction will lie with the courts of Montreux, Switzerland.

37. General

As a member of the Kaplan group of companies, Alpadia is subject to laws imposed by various jurisdictions on conducting business with sanctioned parties and countries. It is our policy to fully comply with applicable sanction restrictions, including those imposed by the United States, United Kingdom, Switzerland and the European Union. While we are not prohibited from transacting with individuals with a connection to a sanctioned country, we need to ensure that no part of the transaction will be in contravention of US sanctions laws under a series of prescribed compliance checks, including verification as to source of funding and persons providing such funding, before any monies or services can be transacted.

Safeguarding Policy

Alpadia Language Schools and Kaplan International Languages each have a Safeguarding Policy, available for all staff, hosts and parents that comprehensively details how we are committed to safeguarding students.

- [Alpadia safeguarding policy.](#)
- [Kaplan safeguarding policy](#)