

TUITION REFUND AND GRIEVANCE POLICY

We strive to make your stay at our school an enriching and enjoyable one. At times, however, this is not possible and problems arise between the student and the school. Interlangues maintains one of the most flexible tuition refund policies in our industry.

If at any time you are unsatisfied with your course, your homestay or the school, we will make every attempt to rectify the situation as quickly and amicably as possible. Should you feel, after attempts have been made to change the situation, that you would like to cancel your studies at Interlangues, the refund policies for tuition and homestay are outlined below.

Tuition Refund

In the event of a student wishing to completely withdraw from classes, Interlangues will provide the student with a refund of tuition fees. Students cancelling before the program begins will receive a complete refund **less the amount paid as commission to an agent**. This is normally between 20-30%. Students who register independently will receive a complete refund. Students cancelling after the program has begun will receive a complete refund **less the amount paid as commission to an agent and the cost of classes already taken**.

Late cancellations (Walk-in students)

Cancellations are subject to a **late cancellation** policy. Should you for any reason, not be able to attend classes, we ask that you advise on the Friday before the foreseen absence. Given correct notice, you will receive credit towards a replacement class if you have prepaid. If you are post-paid you will not be charged for the missed class. **You will be charged for any classes that you have missed and not given adequate notice.**

Homestay

Refunds for the first four weeks of prepaid homestays are not available once the student has moved in with the family. If you choose to change and move out of a host family after 4 weeks, a refund is available for the remaining prepaid period. Interlangues, in conjunction with Language Achievement Canada, will make all attempts to ensure a comfortable stay for its students. To this end, we ask for your feedback regarding your accommodation, whether it is good or bad. Interlangues Language School accepts no responsibility or liability for damage, loss or injury that occurs to the student or homestay, as a result of the actions of either the student or the homestay family.