



Welcome to EC TORONTO

YOUR FIRST DAY

You will be greeted by our staff who will give you a warm welcome, show you around the school and take you to the orientation room where you will need to show your passport, health/travel insurance and proof of vaccination.

If you have not done the pre-arrival online test, you will have a placement test so that we can find your level and place you in the most suitable class. If you have done the test, you will get your textbook and schedule, and will be taken right to your first class.

After your class, you will have a presentation about the activities that happen at the school during the week and on the weekends.

SAFETY

The fire alarm at EC Toronto is tested every few months. If you hear the alarm at any other time, please leave the building calmly and quietly. If you are in class, listen to your teacher's instructions.

Do not stop to collect personal belongings. Do not use the elevators. Use the stairwells in the middle of the building, and follow the instructions of the EC fire wardens.

The meeting point for evacuation is across Edith Ave (see posters in each classroom).

You will be directed by members of EC Toronto staff. Your teacher will use the class register to check that everyone is safely out of the building.

SCHOOL FACILITIES

We have a Library / Study Area. Here you can do your homework, use the self-study resources or borrow a book. There are also 10 computers with free internet access in the school.

Student Lounges have comfortable chairs and tables where you can relax between classes. You can find a vending machine, microwave ovens and water dispensers.

EC Toronto shares the café with other businesses in the building. It is located on the ground floor and serves a delicious range of international food for you to enjoy at very reasonable prices.

STUDENT SATISFACTION

We want you to have a truly GREAT experience with EC Toronto. If you have any questions, problems or complaints, please speak to us about them.

We care about you, and we want to help!

We will also send you email surveys during your stay, and we promise to read and respond to all your emails – we want to improve.

HELP AND INFORMATION

Do you need to talk to someone? Here is a list of some common requests and the members of staff you should ask for help. Please see the photos, names and job titles in reception to see "who's who".

"I would like to pay my fees / change my accommodation" – *Student Services Coordinators*

"I would like to discuss my course" – *Director of Studies or Assistant Director of Studies*

"I feel homesick" – *Student Services Manager / Student Services Coordinators*

"I'm still not happy with the answers from any of these people!" – *Centre Director*

ABOUT YOUR COURSE

EC Toronto operates on a Double Banking timetable and has Semi Intensive and Intensive classes

You will have two teachers for your General English course and two further teachers for your semi and intensive classes, and as your course progresses you may change class, level, and teachers.

If you want to change your level, please speak to your teacher, who may recommend you for a level test.

Please check the academic notice board in the lounges when you enter the school for any changes made to your timetable or classroom.

You can increase the number of hours you study (e.g. from GE20 to GE24 or GE30) or book one-to-one lessons in addition to your course. If you wish to change your timetable, extend or shorten your course, please speak to the Student Services team at least 2 weeks in advance. The school is normally closed on public holidays. There is no refund for classes missed on these days.

EC ONLINE

EC Online is our e-learning system, which is designed to help you learn. Your teacher will show you how to log in, and give you progress tutorials and homework assignments. You can now access thousands of English lessons from anywhere in the world! You can continue to use EC online EVEN after you leave EC!

ATTENDANCE

You must attend at least 80% of your classes.

EC does not excuse absences.

If you are absent 2 days in a row, EC will contact you to make sure you are ok and to remind about the attendance policy.

If you are absent 10 days in a row, you will be dismissed from EC and reported to immigration.

If you are late, please respect others and do not try to enter the class. If you arrive after class starts, you can enter class at the next break.

If you are late 3 times in a week, or leave class for 15 minutes or more you will be counted as absent.

ATTENDANCE WARNING PROCEDURE

If you fall below 80%: 1st Warning letter

Below 80% the following week: 2nd Warning letter

Below 80% the week after 2nd letter: 3rd Warning letter

Below 80% the week after 3rd letter: Dismissal letter and reporting to Immigration Canada.

ACADEMIC PROGRESS POLICY

EC is committed to ensuring students are making the most progress possible. Academic progress is based on attendance, progress, and teacher assessment. Students are assessed with an online progress test every 4 weeks and a passing score is 75%. Students who fall below 80% attendance will not be allowed to write the progress test. On average, students progress through a level after 8 weeks.

CERTIFICATES AND TRANSCRIPTS

Certificate

Upon completion of your course, you will receive an official EC Certificate which will indicate your completed level, last level attended, attendance percentage and final score.

Transcript

Should you require a transcript for your period of study, please submit a request to a member of the student services team. Once your request has been received, you will get a copy of your transcript within 2 business days.

IF I WANTED TO...

Open a bank account...

Talk to one of our Student Services Coordinators

Book a holiday...

Talk to Student Services at least a 2 weeks in advance

Extend Classes or Homestay...

Talk to one of our Student Services Coordinators

HEALTHCARE

All students are required to have health insurance before starting classes. If you do not have health insurance when you arrive, you can purchase some at the school. Please talk to our Student Services Coordinators.

Walk-in Clinics

There are many free walk-in clinics in Toronto. For more information please see our Student Services Coordinators

Telehealth Ontario

You should call 1 866 797 0000 for free health advice in a non-emergency situation.

Emergencies

Call 911 for an ambulance to take you to hospital.

STUDENT COMPLAINT PROCEDURE

It is the aim of the school to resolve conflicts in a timely, respectful manner and we urge the student address any concerns immediately. However, if a conflict cannot and/or does not resolve and a formal complaint is required to settle the issue(s), the following details the procedure for filing a complaint with the school. At any time please do not hesitate to contact the staff to discuss the process. Please do not let a conflict develop into a complaint, help us to help you

GENERAL GUIDELINES

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

COMPLAINT PROCEDURE

STEP 1:

The student will request a meeting with the appropriate staff member to discuss the complaint verbally. The student will have the opportunity to have another person present with them during this meeting. If not resolved at this level, the student will proceed to Step 2.

STEP 2:

The student will submit a completed written complaint to the Centre Director, using the following contact information:

Jon Chodarczewicz: Centre Director
Email: jonchodarczewicz@ecenglish.com

The CD will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.

The CD will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If your concern is related to course work, we encourage you to discuss it with your instructor/party involved first before contacting the CD.

If not resolved at this level, the student will proceed to Step 3.

STEP 3:

The student will submit a completed written complaint to the Chief Operations Officer, using the contact information:

Michelle Falzon, Director of Operations
Email: michellefalzon@ecenglish.com

The COO will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the CD's response with recommended solutions and the student's objections or comments regarding these solutions.)

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The COO will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student may submit a student complaint to the:

Superintendent of Private Career Colleges
Ministry of Training, Colleges and Universities
77 Wellesley Street West, Box 977
Toronto, Ontario M7A 1N3

A student complaint form for submission to the Superintendent can be found at www.forms.ssb.gov.on.ca

CREDENTIALS

LANGUAGES CANADA

EC Toronto regularly undergoes a comprehensive review and has met the requirements as set forth by the Languages Canada Quality Assurance Scheme in the areas of program administration and management, student services, teacher qualifications, curriculum, physical resources, student admissions, and marketing and promotion.

EC Toronto is a member in good standing with Languages Canada.



DESIGNATED LEARNING INSTITUTION

EC Toronto is a Designated Learning Institution in the province of Ontario.

Designated Learning Institutions are allowed to accept international students for a period of 6 months or longer.

DLI#: 019351820052

TRAVEL

Subway / Bus / Streetcar

Monthly Metropasses can be purchased for \$156.00.

For more information on fares, visit the Toronto Transit Commission website: www.ttc.ca

Taxi

You can get a taxi anywhere on the street in Toronto

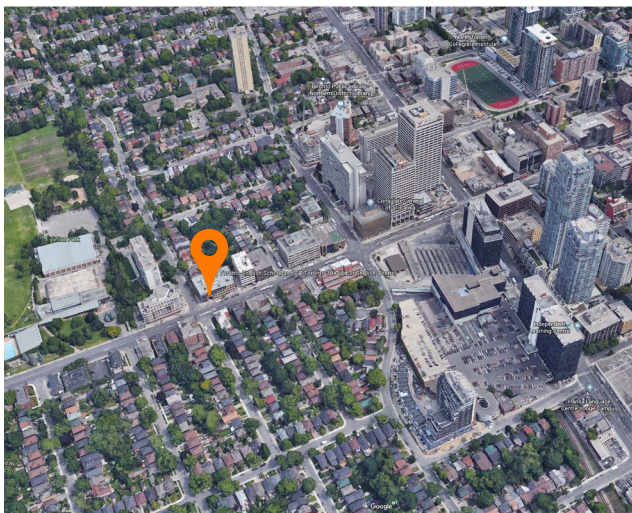
Uber

You can download the app at your Google or Apple store and pay for your ride with a credit or debit card."



PERSONAL SAFETY

Be aware and alert at all times.
 Always keep your personal possessions with you when you are out and do not carry valuable items or large amounts of money.
 If you are going to be out late in the evening, make sure that you plan your journey home by checking the subway and streetcar service schedules before you go out.
 Use night buses and taxis instead of walking and try not to travel alone at night wherever possible.



CODE OF CONDUCT

Toronto is one of the most diverse and culturally mixed cities on earth.
 We ask all students, staff and partners to work with us and embrace diversity
 Please treat all our students, staff and partners with respect
 Any offensive or unethical behaviour will not be tolerated

ACADEMIC HONESTY

EC is committed to ensuring students are making the most progress possible.
 We ask that all students take their studies seriously, and act in a honest manner at all times.
 Any acts, such as plagiarism, copying and distributing tests, using unauthorized aids such as phones / tablets, will not be tolerated

USEFUL TIMES AND NUMBERS

School 8:00 – 17:30
 Student Services 9:00 - 16:30
 Café 8:30 – 16:30
 Wi-fi login details
ID: EC Toronto
Password: ecenglish
 Emergency No: +1 416 209 8331

ECTORONTO

Tel: +1 416 488 2200

124 Eglinton Ave
 West Suite 200
 Toronto ON
 M4R 2G8 Canada

Facebook [ecenglish.toronto](https://www.facebook.com/ecenglish.toronto)
 Instagram [@toronto_ec](https://www.instagram.com/toronto_ec)
 Youtube [ecwebteam](https://www.youtube.com/ecwebteam)
 Twitter.com [ecenglish](https://twitter.com/ecenglish)

EC TORONTO 2023

Prices are in Canadian Dollars (CAD)

To create a **Quote** and place a **Booking** with **instant confirmation, 24 hours a day, 7 days a week**, go to portal.ecenglish.com

FEES & FACTS

Registration Fee \$140
Accommodation Placement Fee \$230
Course Materials \$12 per week (Max. \$96)
Optional Student Insurance \$30 per week (For students aged 70+ years please contact us)
Visa Document Courier Fee \$85
Bank Transfer Fee \$35
Canada Custodianship Fee \$150 Applies if requested by Canadian Embassy

Minimum age 16 years Students under 18 must:
<ul style="list-style-type: none"> Book return airport transfers (if arriving and departing between 8pm – 8am) Provide a parental consent form Provide a custodianship letter, if requested by the Embassy Book single room*, halfboard homestay for the duration of their course <i>*You can book a twin room if two students travelling together are of the same gender</i>

Minimum stay 1 week
Class size Average 14

Timetable Lessons may alternate between morning and afternoon sessions
Courses start Every Monday
Accommodation Arrival day: Saturday Departure day: Saturday
Lessons 1 lesson = 45 mins* 20 lessons = 15 hrs/week 24 lessons = 18 hrs/week 30 lessons = 22.5 hrs/week *One-to-one lessons are 60 mins
Public holidays on a weekday 02 Jan, 20 Feb, 07 Apr, 22 May, 03 Jul, 07 August, 04 Sep, 29 Sep, 09 Oct, 10 Nov, 25 Dec & 26 Dec

Courses include
<ul style="list-style-type: none"> Orange Carpet Experience Online placement test MyEC Free access to Microsoft Office for the duration of the course, including Word, Power Point and much more English language activities and workshops Welcome activity Social and cultural programme Internet access All 24+ weeks courses include the option of joining an exam prep course, subject to availability

Students can choose to study at multiple EC schools with rates calculated on total course duration. Please see individual school pages for weekly prices.

COURSES

PRICES PER WEEK	LESSONS PER WEEK	1 - 11 WEEKS*	12 - 23 WEEKS	24+ WEEKS
General English 20	20	\$390	\$370	-
General English 24	24	\$425	\$410	-
General English 30	30	\$465	\$450	-
English for Work (GE 20 + 4 English for Work) Maximum Duration: 12 weeks	24	\$425	\$410	-
English in the City (GE 20 + 4 English in the City)** Maximum Duration: 4 weeks	24	\$425	-	-
University Pathway Programme Minimum level: Upper Intermediate Minimum Duration: 8 weeks	24	\$425	\$410	\$390
	30	\$465	\$450	\$435
Academic Semester/Year 20	20	-	-	\$360
Academic Semester/Year 24	24	-	-	\$390
Academic Semester/Year 30	30	-	-	\$435
Exam Preparation IELTS/TOEFL/TOEIC Recommended course duration: Minimum of 4 weeks	20	\$390	\$370	-
*High Season Supplement 12 Jun - 8 Sep for ALL courses shorter than 12 weeks	-	\$25 p/w	-	-

**Available only during High Season

ENGLISH PLUS (Combine your course with)	
One-to-One	\$155 per hour

UNIVERSITY ADMISSIONS SERVICE	
Partner University Applications	FREE* for all EC students
Non-Partner University Applications	FREE* for students 24 weeks+
	FREE* for University Pathway 10 weeks+
	\$200* per application for all other students

*Any additional registration fees charged by universities/colleges must be paid by the student directly to the institution

UNIVERSITY PATHWAY PROGRAMME START DATES	
03 January 2023	19 June 2023
27 February 2023	14 August 2023
24 April 2023	10 October 2023

EXAM PREPARATION COURSE DATES			
COURSE	COURSE DATES	EXAM DATES	MINIMUM LEVEL
Exam Preparation IELTS	Every Monday	see: www.ielts.org	Intermediate
Exam Preparation TOEFL and TOEIC	Every Monday	see: www.ets.org	Intermediate

Please note: Exam fees not included.

ACCOMMODATION AND TRANSFERS

HOMESTAY	DISTANCE TO SCHOOL**	PRICE PER WEEK	HIGH SEASON 10 JUN - 09 SEP
STANDARD - Shared Bathroom			
Twin room* Half Board	45 - 60 mins	\$290 p/w	\$320 p/w
Single room Half Board	45 - 60 mins	\$305 p/w	\$340 p/w

* Only available for two students booking together

**Times are approximate

Special dietary requirements may be accommodated subject to availability at a fee of \$45 per week

U18 Homestay Supplement \$25 per week

SHARED ACCOMMODATION	DISTANCE TO SCHOOL	PRICE PER WEEK	HIGH SEASON 10 JUN - 09 SEP
Standard Downtown Toronto Apartments Economy single room, shared bathroom, self-catering	25 mins	\$400 p/w	\$430 p/w
Standard Downtown Toronto Apartments Single room, shared bathroom, self-catering.	25 mins	\$420 p/w	\$450 p/w
Superior HOEM Residence Single room, shared bathroom, self-catering	25 mins	\$485 p/w	\$515 p/w

AIRPORT TRANSFER		ONE WAY
Toronto Pearson International Airport (YYZ)		\$135

EC TORONTO 30+ 2023

Prices are in Canadian Dollars (CAD)

To create a **Quote** and place a **Booking** with **instant confirmation, 24 hours a day, 7 days a week**, go to portal.ecenglish.com

FEES & FACTS

Registration Fee \$140	Minimum age 30 years	Lessons 1 lesson = 45 mins* 20 lessons = 15 hrs/week 24 lessons = 18 hrs/week 26 lessons = 19.5 hrs/week 30 lessons = 22.5 hrs/week <i>*One-to-one lessons are 60 mins</i>	Courses include <ul style="list-style-type: none">Orange Carpet ExperienceOnline placement testMyECFree access to Microsoft Office for the duration of the course, including Word, Power Point and much moreEnglish language activities and workshopsWelcome activitySocial and cultural programmeInternet access	Students can choose to study at multiple EC schools with rates calculated on total course duration. Please see individual school pages for weekly prices.
Accommodation Placement Fee \$230	Minimum stay 1 week	Public holidays on a weekday 02 Jan, 20 Feb, 07 Apr, 22 May, 03 Jul, 07 August, 04 Sep, 29 Sep, 09 Oct, 10 Nov, 25 Dec & 26 Dec		
Course Materials \$12 per week (Max. \$96)	Class size Average 14			
Optional Student Insurance \$30 per week <i>(For students aged 70+ years please contact us)</i>	Timetable Lessons may alternate between morning and afternoon sessions			
Visa Document Courier Fee \$85	Courses start Every Monday			
Bank Transfer Fee \$35	Accommodation Arrival day: Saturday Departure day: Saturday			

COURSES

PRICES PER WEEK	LESSONS PER WEEK	1 - 11 WEEKS*	12 - 23 WEEKS	24+ WEEKS
General English 20	20	\$390	\$370	\$360
General English 24	24	\$425	\$410	\$390
General English 26	26	\$440	\$430	\$415
General English 30	30	\$465	\$450	\$435
English for Work (GE 20 + 10 English for Work) Maximum course duration: 12 weeks	30	\$465	\$450	-
<i>*High Season Supplement 12 Jun - 8 Sep for ALL courses shorter than 12 weeks</i>	-	\$25 p/w	-	-

ENGLISH PLUS (Combine your course with)	
One-to-One	\$155 per hour
Executive Coaching One-to-One	\$155 per hour

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STANDARD - Shared Bathroom			
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AIRPORT TRANSFER	ONE WAY
Toronto Pearson International Airport (YYZ)	\$135

NEW STUDENT ENROLLMENT AGREEMENT & WAIVER FORM 2023



EC TORONTO LANGUAGE CENTRE LTD

Instruction will be provided at EC Toronto,
124 Eglinton Avenue West, Suite 200, Toronto, Ontario, M4R 2G8, Canada

PERSONAL INFORMATION

First Name:	Family Name:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth: DD MM YYYY
Nationality:	Phone Number:
Email:	Agent Name:
Home Country:	Canada Address:
Home Country Address:	Postcode:
Accommodation Type	Postcode:
<input type="checkbox"/> EC Homestay	<input type="checkbox"/> EC Residence
<input type="checkbox"/> Private	

EMERGENCY CONTACT, MEDICAL INFORMATION & RELEASE

I hereby authorize EC staff to take whatever measures they consider necessary in obtaining emergency medical, or any other treatment while participating in classes or activities sponsored by EC.

In case something happens to you, who can we contact?

First Name:
Is this person inside Canada? <input type="checkbox"/> Yes <input type="checkbox"/> No
Relationship to you:
Does this person speak English? <input type="checkbox"/> Yes <input type="checkbox"/> No
Phone Number:

Medical Information

Do you have any allergies? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what allergies?
Do you need medication on a regular basis? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, for what?
Is there any reason why you may not participate fully in all activities? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, why?

We regard your privacy as important and shall comply with the Data Protection Act. We will only use any personal information herein contained for the purpose for which it is provided. By submitting this form, you acknowledge that EC will have access to it, and consent to such use. EC reserves the right to use information held herein for its internal marketing purposes.

If you object to such use please tick here

EC RULES

1

CODE OF CONDUCT

I acknowledge that I have received the EC code of conduct and agree to follow the rules set forth in this document. I commit to speaking English as much as possible and treating the staff and my fellow students at EC with respect.

2

INSURANCE DISCLAIMER

I acknowledge that by signing this document, EC has informed me that students must have adequate health, accident and travel insurance for the entire duration of any EC program. Students must provide proof of insurance upon arrival. Where proof is not available, students have until Thursday of their first week to provide proof of insurance. I acknowledge that I am assuming risks for any period of time I do not have health insurance. I acknowledge that I understand these risks and agree to release from liability EC, and their respective agents and employees, and that I am giving up substantial legal rights.

3

ACTIVITY RELEASE

I acknowledge that by signing this document, I am assuming risks, and agreeing to indemnify, not to sue and release from liability the organizer of any EC event that I participate in and EC, and their respective agents, employees, volunteers, sponsors, promoters and affiliates, and that I am giving up substantial legal rights. I acknowledge that I have read this statement carefully before signing, and understand what it means and what I am agreeing to by signing.

4

EC STUDENT ORIENTATION HANDBOOK

I acknowledge that I have received the EC Student Orientation Handbook which states rules of attendance and conduct that all students must follow while studying at EC. I agree to follow these rules or face the consequences as set forth in the handbook.

I have read and accept ECs rules

Signature

5

INFORMATION RELEASE

I agree to allow EC to release information about my local address and phone number, attendance record, and academic progress to EC partner universities, and to my sponsor, parent, guardian or agent. I understand that I may ask for a copy of the information which is released.

6

ATTENDANCE AND PROGRESS

I acknowledge that I have received the EC Attendance and Progress policy, which explains what I can expect and what is expected from me to progress at EC.

7

TERMS AND CONDITIONS

I acknowledge that I have received the EC Terms and Conditions, which explain the refund policies and procedures should I want to extend, cancel or change any part of my program, and what is expected from me to progress at EC.

8

BULLYING AND HARASSMENT

I acknowledge that EC has a zero tolerance policy for discrimination, bullying and harassment in the workplace and the classroom. Discrimination, bullying and harassment is unacceptable, against the law, and will not be tolerated, whether committed by EC staff or students.

9

PICTURES AND VIDEOS RIGHTS

I hereby give EC English Language Centers the absolute right and permission to publish, copyright, distribute and use pictures or videos of me, or taken by me, for any purpose which may include, among others, advertising, promotion, marketing and packaging for any product or service. I agree that the images may be combined with other images or footage, text and graphics, and cropped, altered or modified.

Date

DD | MM | YYYY

TERMS AND CONDITIONS

1. PAYMENTS

Payments may be made by bank transfer or credit card and must be received in full 14 days prior to the course start date. A non-refundable deposit must be paid immediately upon booking. A booking confirmation will only be sent when a deposit has been received. Bank details are provided on the invoice. Payment must include all bank transfer charges (including intermediary bank charges).

Vancouver: Payment plans available for long term students booking directly in Vancouver.

2. VISAS

EC cannot be held responsible for decisions taken by embassies or immigration officials regarding entry visas or visa extensions. Visa advice can only be given by the appropriate Embassy, Consulate or High Commission. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen location. Students must maintain a valid visa status or their course will be terminated.

It is the responsibility of the applicant to ensure that the most updated regulations / processes are being followed. EC cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations.

Students who require a visa/temporary residence permit may not be able to shorten or extend their course due to the terms of their visa/ temporary residence permit. US visa documents will be sent electronically unless otherwise requested. A visa document courier fee or international priority postal fee is charged each time documents have to be sent by courier or US Priority International shipping. Due to lack of tracking, regular post is not available for shipping visa documents outside the US or Canada. Please see individual school pages for exact fees.

If a visa application is rejected and we receive written evidence at least 7 days prior to arrival, we will refund the fees received, less any bank charges, and less any non-refundable fees (registration fee, courier fees, bank charges and residence accommodation fees if applicable).

US only: EC is authorised under federal law to enroll F-1 non-immigrant students. By law, to issue the I-20 form, with the enrolment form EC must receive: the student's home address, a valid email address, a copy of the student's valid passport, proof of sufficient funds to meet tuition and living expenses for the program length, through a current (60 days or less) bank statement or letter from either the student's sponsoring person's or institution's bank. Sponsors must also provide an affidavit of support.

3. REFUND AND CANCELLATION FEES

Non-Refundable fees: The following fees are non-refundable where applicable: Deposits, registration fees, course materials (up to \$96 after arrival), insurance fees, courier and accommodation fees.

Montreal: For any 24+ weeks application or those that need LOA for Student Visa applications, the LOA fees (\$110 per service/LOA) is non-refundable once paid.

If EC cancels a programme after a student's enrolment, EC will refund all monies already paid, minus any fees used/non-refundable costs such as courier fees, wire transfer or insurance fees.

When determining the number of weeks of a student's program, EC will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

In the event that a refund is due, prorated refunds will be calculated on a weekly basis.

For students studying in the USA all refunds will be made within 45 days of cancellation, unless otherwise stated by state, provincial or regional requirements.

For students studying in Canada all refunds will be made within 60 days of cancellation, unless otherwise stated by state, provincial or regional requirements.

All students attending an EC centre will be subject to destination specific applicable state or provincial Enrolment and Refund Agreement policies. For US students, when comparing state versus ACCET policies, the more favourable policies for students will be applied.

COURSE CANCELLATION PRIOR TO ARRIVAL

All US Schools – Tuition

For students cancelling 14 days or more prior to the course start date, or for students who have had their visa application rejected, EC will refund fees received in full less non-refundable charges (see fees listed above), the value of these fees vary according to region, the costs are listed for each school in the price list.

Toronto and Montreal – Tuition

Students who are cancelling or postponing in less than 14 day prior to the course start date will be charged a cancellation fee equivalent to 1 week of tuition and all non-refundable charges (see fees listed above).

Vancouver – Tuition

To students cancelling more than seven days after the effective contract program start date and

- i at least 30 days before the contract course start date, EC may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
- ii less than 30 days before the contract start date, EC may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300

All schools – Accommodation cancellation prior to arrival

Students cancelling or postponing 14 days or less prior to their accommodation dates, for reasons other than visa denial, will be charged a two-week accommodation fee at the rate quoted in the price list for the accommodation booked and the accommodation placement fee.

Accommodation booked through EC that is not subject to the standard cancellation terms must be cancelled or postponed according to the cancellation terms quoted at the time of booking to avoid a cancellation fee, which may amount to the full stay charge.

Please also refer to the T&Cs for each residence, which are available on the relevant factsheets found on our Partners' site (partners.ecenglish.com), or check with your EC representative.

COURSE CANCELLATION, REDUCTION AFTER ARRIVAL, OR "NO SHOWS"

Students who enter the US on an I-20 obtained through EC who either cancel their course prior to the course start date or who never attend their course (considered a "no show") will be charged the following fees:

- For a programme of 11 weeks or fewer; all tuition charges for up to 4 weeks, any accommodation charges incurred and any non-refundable charges (US \$170 registration fee, US\$95 accommodation placement fee and US\$80 courier fees and US\$25 student insurance fees, if applicable)
- For a programme of 12 weeks or more; all the tuition charges for up to six weeks of the first term/session, any actual accommodation costs incurred by the institution, any non-refundable charges (US\$170 registration fee, US\$95 accommodation placement fee and US\$80 courier fee and US\$25 student insurance fee, if applicable) refund.

US Schools – Tuition:

For all courses of 4 weeks or less:

The first four weeks of all course bookings are non-refundable and there are no refunds for courses less than 4 weeks.

For all courses of 5 weeks & over:

For all courses over 4 weeks, refunds will be prorated based on the non-discounted rate which can be found in the EC pricelist. Refunds eligibility is based on the date of determination.

Course cancellations determined after the midpoint (after 50% of weeks completed) of a course will not be refunded.

Students wishing to transfer to another non-EC F-1 institution prior to programme start, but after entry to the US, are requested to appear at their school in person, to verify identity, with the appropriate documents in order to be transferred in active status. All I-20s will be transferred, as long as appropriate documents provided either in person or via fax/email.

Canada Schools - Tuition:

If EC receives notice of withdrawal from a student after the contract start date

- i and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
- ii and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

University Pathways:

EC will not be held responsible for any decisions made by universities or colleges regarding their entry requirements for applicants or any changes made to these. It is the responsibility of the applicant to ensure that the most updated processes are being followed and any other entry requirements for the college/university be met.

EC will not be held responsible for any part of the applicant course at a college or university following their EC course.

Should a student enrolled in the University Pathways Program achieve the required level for university placement before the completion time estimated at the time of booking, the student may be able to receive full refund for any cancelled weeks, even if cancelling after 30% of the programme has been completed. Eligible students must have an established study plan at the time of booking to qualify and students who change their target level during the program are not eligible.

All Schools – Accommodation:

Students leaving their accommodation must give notice in writing 4 weeks prior to termination. If the 4-week notice period is not provided, a cancellation fee equal to 4 weeks of the accommodation cost will apply. After deducting the price of accommodation used at the rate quoted in the price list, including the required notice period charged at the same rate, students will be refunded the remaining accommodation costs.

Please note: Certain accommodation options may be subject to alternative cancellation charges. Should these differ from above, students will be notified at the time of booking.

Please also refer to the T&Cs for each residence, which are available on the relevant factsheets found on our Partners' site, or check with your EC representative.

Refund Due Dates

For students studying in the US cancelling before arrival, refunds will be made within 45 days of the first scheduled day of class in the case of cancellation or the documented date of cancellation in the case of withdrawal.

For students studying in Canada cancelling before arrival, refunds will be made within 60 days of the first scheduled day of class or the documented date of cancellation, whichever is earlier.

All refunds due will be paid to the person or organisation who originally paid the fees.

4. CHANGES TO ENROLMENT

USA SCHOOLS (ACCOMMODATION)

EC reserves the right to charge an administration fee of US\$150 each time accommodation is changed or postponed after EC has confirmed the initial enrolment. This also includes requests for changes whilst the student is at school.

CANADA SCHOOLS (TUITION AND ACCOMMODATION)

EC reserves the right to charge an administration fee of CAD\$150 each time the course, accommodation or centre is changed or postponed after EC has confirmed the initial enrolment. This also includes requests for changes whilst the student is at school.

ALL SCHOOLS (TUITION)

A downgrade in course type after booking is considered a cancellation and the same refund policies will apply.

5. SESSION BREAKS

Session breaks are dependent upon destination, course duration and visa requirements and are subject to EC's session break policy, available from: <http://partners.ecenglish.com/resources/session-break-policy>

6. PUBLIC HOLIDAYS 2023 FALLING ON A WEEKDAY

All EC centres will be closed on public holidays. An updated list of public holiday dates can be found on individual school pages and on the EC website (www.ecenglish.com). Centres do not make up for lessons missed on these dates. Exceptions are made for One-to-One lessons, which will be made up.

There is no refund for lessons missed due to a public holiday. All published course start dates fall on a Monday. However, if this day is a public holiday, the course will begin on the following working day.

7. CHRISTMAS / NEW YEAR HOLIDAYS 2023/2024

Schools will be closed only on public holidays during this time (see the individual school price list). Lessons will not be made up on these days.

8. REDUCTION OF LESSONS

EC reserves the right to reduce the number of lessons in a class due to insufficient number of students. The lessons may be reduced as follows:

- GE 20 / Exam 20 / Academic Year 20 / GE24 / Academic Year 24 / GE 26:
If 1-3 students in class lessons reduced to 10 lessons/ week; If 4-6 students in class lessons reduced to 15 lessons/week
- GE30/Exam 30/Academic Year 30: If 1-3 students in class lessons reduced to 15 lessons/week; If 4-6 students in class lessons reduced to 20 lessons/week
- 30+ students may be asked to join a 16+ class as an alternative to a reduction of lessons.

US Only: Students studying on a valid I-20 must maintain 18 clock hours per week.

9. ONE-TO-ONE LESSONS

All One-to-One lessons require 72 hours notice for cancellation, postponement or changes for a refund to be calculated. Sessions cancelled, postponed or changed in less than 72 hours will be charged in full.

One-to-One lessons booked as a course package (20 lessons or more per week), will be treated like all other EC programs and refunded as per standard terms and conditions.

One-to-One lessons are dependent on availability of staff and classroom space and will be scheduled accordingly. These lessons may be offered outside of regular class times and are subject to teacher and classroom availability.

We recommend booking more than 48 hours in advance as availability cannot be guaranteed if the period is shorter than that.

10. REISSUING LOST/MISPLACED STUDENT CERTIFICATES

Electronic files can be sent at no cost.

11. LEVEL OF ENGLISH/FRENCH

If a student does not have the minimum level of English/French required to follow a specific course, as determined by EC's Placement Test, EC reserves the right to move the student to an appropriate course for their level.

12. SCHOLARSHIPS

Recipients of scholarships or government grants should expect to pay a deposit to the school they are attending in cases where reimbursement to the school is not provided prior to the student commencing their course. If sponsorship cannot be secured within the first two weeks of study, students will be expected to pay tuition costs in monthly installments until the funding has been secured. Refunds for any tuition paid will be provided once sponsorship has been secured.

13. AIRPORT TRANSFERS

Flight details including: arrival time, flight numbers, airline and point of origin must be advised 7 days prior to arrival in order for EC to provide airport transfers. No refunds will be granted on transfers if flight details are not sent to EC at least 7 days prior to arrival. Airport transfer fees include a maximum of 1 hour waiting time. In the event of delays exceeding 1 hour, students will be charged the additional fee at the school. Transfer cancellations made within 48 hours of arrival will be charged in full. Student under 18 booked on an adult course and not traveling with a parent or guardian are required to purchase transfers through EC.

14. CLASS INFORMATION

Courses run from Monday to Friday and are scheduled in the morning and/or afternoon depending on location. EC reserves the right to change timetable structure. EC reserves the right to use classrooms in alternative premises of a similar standard. Special focus classes, free language workshops and language activities may vary between centres and are subject to change due to availability.

Students are entitled to a full refund for any class that is cancelled by EC.

English in the City - some activities outside of the classroom may incur extra costs for transport and/or admission. All activities which include extra fees are optional and students may opt out if they choose not to pay the extra fees.

15. ACCOMMODATION

- Students arriving in homestay or residence between 22.00 – 08.00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation. Some accommodation options may charge late arrival surcharges. This information is available at the time of booking.
- A refundable housing deposit may be charged on arrival to students taking residential accommodation. Please note, deposit fees vary by school location and the fee and procedure are listed in the Residence factsheet.
- A partial week between 3 and 6 nights will be charged as 1 week's accommodation. Stays of 1 or 2 nights, are subject to availability and nightly pricing will apply.
- Where possible special dietary requirements will be accommodated. Availability and any applicable fees will be confirmed upon request.
- EC may use carefully selected partners to house students with suitable Homestay providers.
- Should EC receive positive visa application results fewer than 7 working days prior to arrival, EC reserves the right to offer alternative accommodation, which may incur additional charges.
- Should the arrival day be postponed due to delayed visa applications EC cannot guarantee the original accommodation allocation.
- Should EC have incurred any charges in reserving the accommodation for the student due to changes in visa status EC reserves the right to pass these charges on.
- Accommodation extensions after arrival are subject to availability and cannot be guaranteed. Please note that last minute extensions may be subject to a price increase.
- Accommodation requests for the next calendar year will be quoted at next year's interim rates. In the event that EC discontinues offering the confirmed accommodation product, schools will offer a comparable alternative.
- Accommodation requests for 2+ calendar years in advance can only be confirmed for homestay will be confirmed at the next year's interim rates.
- The booking year rate for deferrals can only be guaranteed for up to 12 months from the original booking start date. In the event that EC discontinues offering the confirmed accommodation product, schools will offer a comparable alternative. If the booking is further deferred new rates will apply and students will be asked to pay the difference for any upgrade.
- We do not guarantee single gender shared accommodation. However, students sharing the same bedroom will be single gender. Exceptions can be made for adult couples or siblings traveling to a homestay/residence asking to be accommodated in the same room. Request for mixed gender siblings to share the same homestay where one or both is a minor can be permissible on a case-by-case basis.
- Schools will make every effort to ensure that students are not assigned to share a room/apartment with speakers of the same language. This is however based on availability and may not be operationally possible.

16. ACCOMMODATION FOR MINORS (UNDER 18)

- When staying in EC accommodation, the U18 must reside in the same room as the parent or guardian.
- Request for mixed gender siblings to share the same homestay where one or both is a minor can be permissible on a case-by-case basis.
- Minors are required to book a half board homestay with EC for the duration of their stay until they turn 18. Exceptions will only be made where minors stay in accommodation with their parents or legal guardians 25 years of age or more (as appointed and confirmed through the parental consent form provided). Students booked on an adult course and not traveling with a parent or guardian and arriving or departing between 20:00 and 8:00 are required to purchase transfers through EC.

17. SUPERVISION

Please note EC does not provide supervision for students who book an adult course. All students under 18 will be required to complete a parental authorisation form prior to arrival. Please speak with your booking contact for more details.

18. LOCAL TAXES

Local taxes may apply to a student's booking and will be clearly displayed upon invoicing.

19. EXPULSION

EC reserves the right to expel from an EC course and/or EC housing students for unacceptable or unlawful behaviour or lack of attendance. No refund will be given and any unpaid fees become immediately payable (excluding US and Vancouver). Repatriation is at student's own expense.

Students expelled from an EC course are no longer eligible for EC housing. Housing refund policies will apply.

EC has a zero-tolerance policy for discrimination, bullying and harassment in the workplace, the classroom and accommodation; Discrimination, bullying and harassment of any kind is unacceptable, against the law, and will not be tolerated. EC expects students to behave in a manner that is considerate of those around them. Inappropriate conduct includes, but is not limited to:

- 1. disruptions to the learning environment or EC-provided living environment (i.e. use of profanity, harassment, etc.);
- 2. deliberate destruction, misuse, or theft of EC property or the property of fellow classmates or housemates;
- 3. violence or threats of violence towards persons or property of students or school staff;
- 4. improper use of email or Internet access;
- 5. failure to comply with copyright laws and
- 6. use of drugs (including marijuana where legal) or alcohol on EC premises including EC housing and/or when underage.

20. ATTENDANCE

EC requires that students maintain an attendance level of a minimum of 80% no matter the visa status of the student.

21. PHOTOGRAPHY & FILMING

Students agree that photographs, videos, artwork or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by EC, or by a third-party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, EC will respect their wishes but it is the student's responsibility to absent themselves from the photograph/video.

22. DATA PROTECTION

Any information provided to EC may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable. EC may disclose appropriate personal data, including sensitive personal data of a medical nature, to relevant EC staff and third parties where there is a legitimate need or obligation to do so and where disclosing the information and the manner of disclosing the information complies with national privacy laws. We will not share sensitive information about students with any third party, including parents, legal guardians, caregivers, next of kin, or relevant government agencies without the student's consent unless there are reasonable grounds to believe the health, safety and/or welfare of the student and/or others is at risk, if any identified special needs are affecting the student's ability to participate, learn and achieve in an EC programme and/or where the law requires us to do so. Privacy policy can be found here <https://www.ecenglish.com/en/privacy-policy>.

23. HEALTH DECLARATION

At the time of booking, we ask that students disclose any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their programme, that may impact the wellbeing of any other student or staff member, that may require monitoring, treatment or emergency intervention during the student's period of enrolment, or that may require special accommodation.

Students may be required to show COVID-19 vaccination confirmation upon arrival. Students unable or unwilling to confirm vaccination will be required to undergo weekly

rapid testing at the student's cost. Testing kits will be provided at the center and students unwilling to test or those who test positive will not be able to enter classes until a negative test (or mandatory quarantine period for those who test positive) has been completed. EC will not discriminate on the basis of any above-mentioned conditions and will provide reasonable accommodation to meet all students' needs. Nevertheless, EC reserves the right to terminate a student's enrolment if the student's participation represents a risk to their, other students' or staff members' health and safety, or if, notwithstanding reasonable accommodations, in the opinion of EC, the student's physical or mental condition makes the student unable to successfully complete their programme. Refunds will be provided based on refund schedules as per terms and conditions.

24. DAMAGE TO PROPERTY

Students must pay the full cost of any damage they cause to property. Damage deposits may apply to certain accommodation options. These are payable upon arrival, or the first day of school.

25. INSURANCE

Student Insurance is available from EC:

US, Canada: Health insurance only.

For detailed information on the insurance policies above, please refer to your EC contact or the EC Partners Site.

Students are not required to have insurance purchased from EC, but must have health, accident and travel insurance while attending any programmes. Personally provided insurance must be equivalent coverage to that provided by the EC insurance. EC schools in the US and Canada require students to show a proof of health insurance upon arrival. Where proof is not available, students must immediately purchase at least one week's insurance from EC. EC reserves the right to claim this cost from uninsured students, and during this week students must purchase insurance for their entire stay. In Canada, uninsured students may not attend class until proof of insurance is available and will not be refunded for lost class time.

26. LIABILITY

EC and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. EC will not be liable in the event that any service contracted to be supplied by EC becomes impossible to supply for any reason or any cause outside the control of EC.

27. FORCE MAJEURE

EC shall not be responsible for any failure to comply with any of its obligations if the failure is occasioned by any cause beyond EC's reasonable control and despite the exercise of reasonable diligence and without incurring additional costs, cannot be prevented or avoided. Force majeure events shall include but shall not be limited to, act of government, war, threat of war, riot, civil strife, general labour disturbance, such as a boycott, strike, lockout, or 'go slow' directives, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions, closure of an EC Centre, infectious diseases, viruses, plague, epidemic or pandemic health crises (caused by viruses such as Ebola, H1N1, H5N1, Zika, COVID-19, and other communicable diseases), or any action taken by a government or public authority, including prohibition of entry into a country or region of a country, promulgation of quarantine measures, ordering the "lockdown" of the whole or part of a country.

It is acknowledged that the epidemic health crisis in connection with COVID-19 and any related quarantine and actions of a governmental authority shall be considered a force majeure event for the purpose of these EC Terms and Conditions, even though the health crisis has arisen prior to the effective date.

28. AGENTS

EC Terms and Conditions are applicable to all students and agents.

29. VALID PRICES

Prices are valid for start dates from 1 January 2023. Prices are subject to change without notice and will be confirmed upon invoicing.

30. TERMS AND CONDITIONS

The current EC Terms and Conditions supersede any previous Terms & Conditions that were applicable at the time of student's booking. The most up to date terms and conditions can be found at www.ecenglish.com.

I have read and accept the terms and conditions

Student Signature

Date

DD | MM | YYYY

Schedule C: International Student Consent Form

Notice of Collection of Personal Information and Consent (Ontario Ministry of Colleges and Universities)

International students seeking a study permit to attend a postsecondary learning institution in Ontario must attend a postsecondary institution designated by Ontario for the purposes of the *Immigration and Refugee Protection Regulations* (Canada). This is often referred to as the International Student Program ("ISP").

Under the ISP, private postsecondary institutions are designated by Ontario on an annual basis. As a result, private postsecondary institutions that wish to remain designated apply for designation annually.

At the time that you are asked to read and sign this document, you are (1) applying to be enrolled in an institution that is applying for designation for the first time, (2) applying to be enrolled in a designated institution, or (3) enrolled in a designated institution. If you are enrolled in an institution that is currently designated, the institution may be applying for further designation annually.

When reviewing an institution's application for designation under the ISP, Ontario's Ministry of Colleges and Universities (the "Ministry") conducts a site assessment to verify the information in the institution's application with respect to its educational policies and procedures. The Ministry may also monitor institutions that are designated to determine whether those institutions are complying with the terms and conditions of designation.

As part of the site assessment and the Ministry's ongoing monitoring of designated institutions, the Ministry reviews a representative sample of student and prospective student records, such as student and prospective student contracts, registration forms, records of enrollment, documents pertaining to academic assessment and progress, and other documents contained in the student or prospective student file. The Ministry also may need to make copies of student and prospective student records in order to complete its review of the institution's (1) application for designation or (2) ongoing compliance with the terms and conditions of designation.

Your consent is requested to allow the Ministry to access the personal information you have provided to the institution that may be contained in your student records. Without your consent, the Ministry cannot access your records as may be required in order to assess the institution's application for designation or ongoing compliance with designation conditions.

The Ministry collects and uses this information under the authority of ss. 38(2) and 39(1)(a) of the *Freedom of Information and Protection of Privacy Act* and the *Immigration and Refugee Protection Act* (Canada) and its *Regulations*. Questions about the collection, use and disclosure of this information may be addressed to:

Manager, Operations and Projects Unit
Private Career Colleges Branch
Ministry of Colleges and Universities
77 Wellesley Street West, P.O. Box 977
Toronto, Ontario M7A 1N3
416-314-0500 or ISP@ontario.ca

CONSENT

By signing below, I hereby consent to: (check boxes that apply)

- the Ministry's collection of my personal information from the institution at which I am enrolled or applying to be enrolled for the purposes of assessing the institution's current and future applications for designation under the International Student Program
- the Ministry's collection of my personal information from the institution at which I am enrolled or applying to be enrolled for the purposes of assessing the institution's ongoing compliance with the terms and conditions of designation, if it is designated by Ontario

Name: _____

Signature: _____ Date: _____

For students under 16 years of age, the parent or guardian must also sign:

Name: _____

Signature: _____ Date: _____