

Connect English requires written notification of withdrawal from the program as a condition for making refunds. Written notification must be made prior to the student's withdrawal of the program at which time Connect English will honor any refunds stated in the enrollment agreement and refund policy.

Connect English is not liable for any contractual agreement with a third-party agent. Any relationship between the student and agent is considered a separate entity and will be the sole responsibility of the student to uphold the agreement and/or seek reimbursement for fees paid to the agent. Connect English cannot be held responsible for transactions between the student and overseas agent outside of the school's refund policy as stated below. In the case of a refund request Connect English will send any tuition refunds directly to the agent on behalf of the student according to the exact terms of the refund policy listed below. Refunds made to the agent will be documented by Connect English and the student will be advised that a refund was requested by and issued to the agent.

Refund Due Dates:

1. If an applicant never attends the program (no-show) or cancels the contract prior to the program start date, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of the program or the date of cancellation, whichever is earlier.
2. For an enrolled student, the refund due will be calculated and paid within forty-five (45) days of the documented date of determination. The date of determination is the date the student gives written notice of withdrawal to Connect English or the

date Connect English terminates the student due to the student's failure to adhere to the school's attendance, conduct, or student progress policy.

Cancellations:

1. Rejection of Applicant: If an applicant is rejected for enrollment by Connect English, or if a prospective student has his/her visa application rejected, a full refund of all monies paid, minus non-refundable charges, will be made.
2. Program Cancellation: If Connect English cancels a program subsequent to a student's enrollment, the school will refund all monies paid by the student.
3. Cancellation Prior to the Program Start Date or No Show: Except under the circumstance identified in # 4 below, if an applicant accepted by Connect English cancels prior to the program start date as defined by the student's first day at Connect English for Orientation and Placement Test, or never attends the program (no show), Connect English will refund all monies paid, minus any actual housing costs incurred by the school and all non-refundable fees including application/registration, courier fees, credit card fees, wire fees, and accommodation fees, not to exceed \$500.
4. Cancellation Prior to the Program Start Date or No Show: If an applicant accepted by Connect English obtains an I-20 through Connect English and subsequently cancels prior to the program start date, or never attends the program (no show), Connect English may retain:
 - > For an enrollment period of less than 12 weeks, all the tuition charges for up to four weeks of the first enrollment period, actual housing costs incurred by

Connect English, and a maximum total of \$500 for non-refundable charges including any application/registration, courier fees, credit card fees, wire fees, and accommodation fees and any non-refundable fees as noted in the application and enrollment agreement.

-> For an enrollment period of 12 weeks or more, all the tuition charges for up to six weeks of the first enrollment period, any actual housing costs incurred by Connect English and, a maximum total of \$500 for non-refundable charges including any application/registration, courier fees, credit card fees, wire fees, and accommodation fees and any non-refundable fees as noted in the application and enrollment agreement.

Withdrawal or Termination After Program Start Date:

1. Connect English will not make refunds to students who are terminated due to violation of the school's written disciplinary and/or attendance policies or local, state, or federal law.
2. First Enrollment Period – Four Weeks or Less: Connect English may retain all the tuition charges for the enrollment period.
3. First Enrollment Period – Greater than Four Weeks: For students who withdraw at any point in the first four weeks, Connect English may retain the charges applicable to the first four weeks. For students who withdraw after the first four weeks but before or at the mid-point of the enrollment period, Connect English may retain a prorated amount of tuition. For students who withdraw after the midpoint, Connect English may retain all of the charges for that enrollment period.

4. Prorated refunds: Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, Connect English 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.
5. Subsequent Enrollment Period: For students who withdraw after completing the first enrollment period but before or at the midpoint of any subsequent enrollment period, Connect English may retain a prorated amount of tuition up to the midpoint. For students who withdraw after the midpoint of any subsequent enrollment period, Connect English may retain all of the tuition for that enrollment period.

Charges Other Than Tuition:

1. Textbooks are non-refundable as clearly stated in the enrollment/application agreement.
2. Students are bound by the terms as defined in any student housing agreements.