

Cancellation, Withdrawal and Refund Policy

Updated 9/24/2018

I. Student's Right To Cancel

- a. In accordance with state regulations, Connect English requires written notification of cancellation and withdrawal from the program. Acceptable forms of written request for cancellation and withdrawal include but are not limited to mail, e-mail, refund request form online, refund request form submission by pdf. Written notice of cancellation or withdrawal, if sent electronically, is considered effective on the day of digital transmission.

II. Cancellation Period

- a. Students have the right to cancel their Connect English enrollment agreement and receive a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

III. Withdrawal

- a. In the case that a student withdraws **after the cancellation period** (as defined in Section II) and **before completing 60%** of the scheduled period of enrollment, Connect English will provide a refund on a daily pro-rata basis for unused tuition.
- b. If the student **has studied in 60% or more** of the period of enrollment for which he/she paid tuition, **no refund will be granted**.

IV. Refund Calculations

In order to accurately process refunds, the following benchmarks will be used by Connect English to complete the refund calculation upon cancellation of or withdrawal from the program:

- a. Student is considered withdrawn from the program when Connect English is informed in writing by the student of his/her cancellation, withdrawal, or the future date of withdrawal.
- b. Student is considered withdrawn from the program when Connect English ends student enrollment on grounds of academic, attendance, and/or conduct policy violations.
- c. Student is considered withdrawn from the program when he/she fails to attend class over a period of thirty (30) calendar days.
- d. The Last Day of Attendance (LDA) will be the date of determination for the purposes of calculating the amount of the refund.
- e. Students eligible for refunds under III.A (withdrawal after cancellation period but before 60% point) will receive a pro-rata refund calculated on a daily basis relative to the LDA.
- f. In the case that Connect English cancels a program subsequent to a student's enrollment, Connect English will refund all monies paid by the student.
- g. Refunds issued will be less non-refundable registration fees not to exceed \$250.00.
- h. Students completing more than 60% of the paid period of study will receive no refund.

Cancellation, Withdrawal & Refund Form

DIRECTIONS:

Complete the form below including your telephone number, email address and U.S. address. Sign, date, print, scan and email to cw@connectenglishsandiego.com

If a refund is granted it will be processed within forty-five (45) days and a check will be sent by check to the U.S. address listed below.

First Name: _____
Last Name: _____
E-mail Address: _____
Telephone: _____
U.S. Address: _____

Which program did you enroll in?

English MAX TOEFL MAX Today's Date: ____/____/____

English Focus TOEFL Focus

First day attended: _____ PAYMENT AMOUNT: _____

Last day attended: _____

PAYMENT METHOD: CASH CREDIT CHECK

Why are you cancelling and/or requesting a refund?

Student Signature: _____ Date: _____