

Cancellation, Withdrawal and Refund Policy

Cancellation

1. **Rejection of an 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 will be made to the applicant, less a maximum of \$500 non-refundable charges that were clearly itemized in the enrollment agreement as non-refundable.
2. **Program Cancellation:** If Connect English cancels a program after a student's enrollment, the institution will refund all monies paid by the student.
3. **Cancellation Prior to the Start of Class or No Show:** Except under the circumstance identified in Section 4 below, if an applicant accepted by Connect English cancels prior to the start of scheduled classes or never attends class (no show), Connect English will refund all monies paid, less a maximum total of \$500 identified non-refundable charges including any application/registration fee, courier fees, and other charges clearly itemized in the enrollment agreement as being non-refundable.
4. **Cancellation Prior to the Start of Class or No Show with I-20:** If an applicant accepted by Connect English enters the United States on an I-20 obtained through Connect English and subsequently cancels prior to the start of scheduled classes or never attends class (no shows), Connect English may retain:
 - a. For an enrollment period of fewer than 12 weeks, Connect English may retain all of the tuition charges for up to four weeks of the first term/session and a maximum of \$500 for non-refundable charges including application, registration fees, courier fees, and other charges clearly itemized in the enrollment agreement as being non-refundable.
 - b. For an enrollment period of 12 weeks or more, Connect English may retain all of the tuition charges for up to six weeks of the first session term/session and a maximum of \$500 for non-refundable charges including application/registration fees, courier fees, and other charges clearly itemized in the enrollment agreement as being non-refundable.

Withdrawal or Termination after Start of Class

1. Last Date of Attendance (LDA): Refund will be based on student's last date of attendance (LDA). When determining the number of weeks completed by the student, 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.
2. First Period of Financial Obligation:
 - a. For students whose LDA occurs at any point in the first four weeks of their initial period of financial obligation, Connect English may retain the charges applicable to the first four weeks.
 - b. For students whose last date of attendance occurs after the first four weeks but before the midpoint of the period of financial obligation, Connect English may retain a pro-rated amount of the tuition. Any tuition paid for the balance of the program will be refunded.
 - c. For students whose last date of attendance occurs on or after the midpoint of the first period of financial obligation, Connect English will retain all of the charges for that period.
3. Subsequent Periods of Financial Obligation or Enrollment Periods:
 - a. For students who have completed the first period of financial obligation or extended their enrollment at Connect English but whose last date of attendance occurs before the midpoint of any subsequent period of financial obligation, Connect English may retain a prorated amount of the tuition for that period. Any tuition paid for the balance of the program will be refunded.
 - b. For students whose last date of attendance occurs on or after the midpoint of any subsequent period of financial obligation, Connect English will retain all of the tuition for that period.

Definitions & Refund Processing

Cancellation: A student who never attends classes at Connect English after enrolling and informs the institution in advance.

No Show: A student who never attends class at Connect English after enrolling and does not inform the institution. No shows are treated exactly the same as cancellations.

Withdrawal: A student who has attended at least one class at Connect English, but does not complete the program they signed up to take.

Termination: A type of withdrawal initialed by Connect English due to failure to meet one or more Connect English policy.

Date of Determination (DOD): The date: (1) the student gives notice of withdrawal to Connect English (2) Connect English administratively withdraws the student upon 30 calendar days of non-attendance (3) the date Connect English terminates the student due to the student's failure to adhere to the Connect English attendance, conduct, or student progress policy.

Last Date of Attendance: The final date the student attends class.

Period of Financial Obligation: The training period for which a student is legally obligated to pay which may be less than the total period of enrollment, if tuition is charged in smaller increments, such as by month, term, and/or session. Under no circumstances may a period of financial obligation exceed a 12-month period.

Refund Processing Time: If an applicant never attends class (no-show) or cancels the enrollment prior to the class start date, all refunds due are made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier. For an enrolled student, the refund due is calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is: (a) the date the student gives notice of withdrawal to the institution; (b) the date the institution administratively withdraws the student, as identified under #7 above; or (c) the date the institution terminates the student due to the student's failure to adhere to the institution's attendance, conduct, or student progress policy. If a student provides advanced notice of withdrawal such that the 45-day window ends before the last date of attendance, the refund is paid within forty-five (45) calendar days from the last date of attendance (LDA).