

# ENROL WITH US



## Application

**Individual students:** Please complete and sign the enrolment form on page 23 and send it to your Kaplan representative with a non-refundable deposit (speak to your Kaplan representative for more details). A courier fee may also be payable for sending out visa documentation. Students aged 18 must sign to say that they have read, understood and agree to be bound by these terms and conditions. For students under 18, a parent or guardian must read and sign on their behalf.

**Groups:** For group applications, please contact your Kaplan representative.

Your privacy is important to us. Please note that by submitting your personal data to us, you are accepting the terms described in our privacy policy, which can be found at: [www.kaplanaspect.com/privacy/](http://www.kaplanaspect.com/privacy/)

## Payment

All course costs must be paid in full no later than 30 days before the course starts. If a booking is made fewer than 30 days before the course starts, the fees are immediately payable. If payment in full has not been received, you will not be allowed to start your course. For groups, a booking is not fully confirmed until a non-refundable deposit has been received by Kaplan. Further details are available from your Kaplan representative.

## Visa information

It is the responsibility of the student to arrange all applicable travel permits or visas and to have a valid passport.

**UK:** We will provide you with a Letter of Acceptance or Confirmation of Acceptance of Studies to help you with your application for either a Child Visitor Visa or Student Visitor Visa.

**USA:** Once we have received your application and payment, we will send you acceptance documents, which are required to apply for a tourist visa.

**Australia:** Information about how to apply for a tourist visa may be found on this website: [www.immi.gov.au/visitors/](http://www.immi.gov.au/visitors/)

**New Zealand:** Information about whether you need to and how to apply for a visitor visa prior to arrival can be found on this website: [www.immigration.govt.nz/migrant/stream/visit/](http://www.immigration.govt.nz/migrant/stream/visit/)

## Courier fees

A courier service is offered to students for the purpose of expediting visa documentation (where applicable). Documents will otherwise be sent by normal postal service. The courier service costs as follows:

- From GBP35 for UK bookings;
- USD50 for USA bookings
- AUD75 for Australia bookings;
- NZD85 for New Zealand bookings.

## Travel and medical insurance

Students enrolling with Kaplan must have adequate travel and medical insurance for the duration of their stay, regardless of their course length or visa type. We can recommend an insurance policy that we advise you to take (further details on page 7). You are required to show proof of insurance at the school when you arrive.

**New Zealand:** Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at [www.moh.govt.nz](http://www.moh.govt.nz). In addition, The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at: [www.acc.co.nz](http://www.acc.co.nz)

## Health declaration

Students must report on their application any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their programme, that may impact the health and well-being of any other student or staff member, that may require monitoring, treatment or emergency intervention of any kind during the student's anticipated period of enrolment, or that may require special accommodations. Kaplan reserves the right to reject an applicant or terminate a student's enrolment in the programme if the student's continued participation represents a risk to their health and safety or to the health and safety of other

students or staff, or if, notwithstanding reasonable accommodations, in the opinion of Kaplan, the student's physical or mental condition makes the student unable or unlikely to successfully complete their programme.

**UK:** The British government requires all students under 18 to submit a Waiver form and an Authorisation of Emergency Medical Treatment form which will be provided at the time of booking.

**USA:** Some centers located on university campuses require students to provide a Health Declaration and Immunization form. All students under 18 must provide a signed Minor Authorization form prior to arrival.

## Fees

Details of what course fees include can be found on page 4 and the junior center pages. Kaplan reserves the right to withhold the granting of a certificate attained by a student if student fees remain outstanding.

## Additional services

Any additional services (transfers and travel at most centers, laundry, telephone costs, excursions not included in the weekly programme, medical costs, special diet, exam fees, change of accommodation and enrolment amendments) are not included in any fees unless specifically stated on a valid invoice.

## Under 18 year olds

Under 18 year olds may be required to pay a guardian fee, provide custodianship documents, live in Kaplan-approved accommodation, and must book Kaplan's transfer service.

## Group quotes

At all of our junior centers, group quotes are available on request. Please contact your Kaplan representative for further information.

# TERMS AND CONDITIONS

**1. Rules and regulations:** Kaplan students are subject to the rules and regulations governing the particular center location attended.

**2. Arrivals and departures:** All courses start on Sunday with the academic programme beginning on Monday, unless otherwise advised. Accommodation is booked from the course start date until the morning of the course end date, which is a Saturday unless otherwise advised.

**3. Late arrivals, vacations and absences:** If you begin your enrolment late or are absent during your course, no refund will be made for the time missed. Periods of absence cannot be made up with a free extension of the course. Granting of any session breaks after the course has started will be at the discretion of individual centers and may incur a change fee or be marked as a period of absence.

**4. Meals and classes missed:** No refunds or substitutions will be made for meals or classes missed due to excursions, first day orientation or other obligations that fall outside the normal schedule.

**5. Public holidays:** Classes are normally not held and most center facilities are closed on public holidays. Compensation will not be made for classes not offered on public holidays.

**6. Campus facilities:** Students attending a junior center at a university or college campus location are advised that campus facilities may not be available during campus holidays. Further details are available from the Kaplan booking office.

**7. Change fees:** If you request a change of center location, course dates, accommodation or programme type within 4 weeks of the course start date or after your course has started, you will be charged a change fee of GBP60, USD100, AUD75, NZD75 which is payable at the time the request is made. If changing to a center where fees are lower, the difference in fees will not be refunded. If changing to a more expensive center or programme, the difference in fees will be charged. All changes require approval of the Programme Director. You will not be charged a change fee if you extend your course.

**8. Duration of lessons:** All English lessons are 45 minutes in duration (60 minutes on the Cairns Young Learners Programme). Courses run from Monday to Friday and lessons may be scheduled both in the morning and the afternoon with different shifts at various times of year.

**9. Programme changes:** Kaplan has the right to change course start dates, course curricula and programmes at any time due to errors, omissions and circumstances beyond our control. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the student, all fees will be refunded.

**10. Prices:** Kaplan has the right to change prices due to tax increases, governmental actions or other events beyond Kaplan's control. Prices are valid for courses starting in 2010.

**11. Residential housing deposit:** A housing deposit may be charged on arrival to students taking residential accommodation. Further details are available from your Kaplan representative.

**12. Conduct and discipline:** Kaplan may send home or suspend any student or group leader whose behaviour does not comply with center rules and/or local laws. Such offences include but are not limited to:  
- Under-age purchase, attempted purchase or

consumption of alcohol, cigarettes or tobacco;  
Possession of illegal substances;  
- Damage to property of any kind;  
- Unsatisfactory attendance at lessons/activities;  
- Violent or threatening behaviour to others.  
In such cases, no refund will be given for the unused part of the programme, and Kaplan will not be liable to pay any costs linked to the expatriation of any student or group leader to their home country. We have the right to exclude any person from our courses without explanation.

**13. Liability:** The liability of Kaplan, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses, damages, injuries, illnesses or violations or otherwise is (except where such liability cannot be excluded as a matter of law) limited in all circumstances to the full amount paid to Kaplan or the relevant Kaplan group company by the relevant student for the particular course. Such persons will in no circumstances have any liability for indirect or consequential losses or damages.

**14. Force majeure:** It is a basic stipulation of the agreement/contract between students and Kaplan, its affiliates or its representatives, that Kaplan, its affiliates or its representatives are not liable in cases where they are unable to fulfil any services to which they are contractually bound because of fire, natural disaster, act of government, failure of suppliers or subcontractors, labour disputes or other reasons which are beyond their control.

**15. Codes of practice:** Kaplan has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Minister of Education and by the Australian National Code of Practice 2007 and the Educational Services for Overseas Students Act 2000 (ESOS Act 2000). Information on these Codes is available on from Kaplan or from [www.minedu.govt.nz](http://www.minedu.govt.nz) and [www.dest.gov.au/esos](http://www.dest.gov.au/esos)

**16. Australia:** Aspect Education Sydney Pty Ltd, WELS Australia Pty Ltd, Aspect ILA Perth Pty Ltd, Access Learning Institutes Pty Ltd and Kaplan Aspect Cairns Pty Ltd are trading as and referred to as Kaplan International Center Sydney City, Kaplan International Center Sydney Manly, Kaplan International Center Perth, Kaplan International Center Brisbane and Kaplan International Center Cairns. Agreement to the Kaplan Terms and Conditions does not remove the student's right to take further action under Australia's consumer protection laws, or their right to pursue other legal remedies under Australian law. All additional information and documents can be found on our website: [www.kaplanaspect.com](http://www.kaplanaspect.com)

## REFUNDS IN ACCORDANCE WITH THESE TERMS AND CONDITIONS

Refunds will be made via the Kaplan representative to whom the fees were originally paid, or to the student's (or their parent's or guardian's) bank account in the same country and currency in which the fees were originally paid. All refunds will be made within 45 days of written notification. In the event of Kaplan cancelling or terminating a course, a full refund of all unused fees will be made.

Australia: Refunds will be paid within 14 working days. Tuition fees are covered by the ACPET OSTAS and EA TAS fund in the event that Kaplan International Center Sydney City, Sydney Manly, Perth, Brisbane or Cairns defaults.

## CANCELLATION/POSTPONEMENT POLICY

'Cancellation' refers to the period up to the start date of the course you are attending.

UK and USA: The following policy applies to individual student cancellations:

- In cases where cancellations are made in writing at least 7 days (homestay centers) or at least 14 days (residential centers) before the arrival date listed on the booking confirmation form, 100% of the package price will be refunded, but the courier fee, deposit, travel and medical insurance and any other service charges are non-refundable.
- In cases where cancellations are made due to a visa rejection, upon receipt of relevant supporting documentation, the above will policy will apply, except that the deposit will be refunded.
- For cancellations and postponements made fewer than 7 days (homestay centers) or fewer than 14 days (residential centers) before the arrival date listed on the booking confirmation form including 'no shows', the package price will be refunded less one week's package fee. Additionally, the courier fee, travel and medical insurance and any other service charges are non-refundable.

Cairns Young Learners: The following policy applies to individual student cancellations:

- Cancellation made in writing 14+ days prior to the arrival date listed on the booking confirmation form: 90% refund of package price;
  - Cancellation made in writing 7-13 days prior to arrival: 60% refund of package price;
  - Cancellation made in writing 0-6 days prior to arrival: 30% refund of package price.
- The courier fee, deposit, travel and medical insurance and any other service charges are non-refundable in all cases.

A separate cancellation policy applies for groups; please ask your Kaplan representative for details.

## TERMINATION POLICY

'Termination' means stopping or leaving all or part of the course or courses booked, including extensions, once the first course has started. When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. In all cases the deposit and additional service charges (eg. airport transfers at most centers, courier fees, travel and medical insurance etc.) are non-refundable and written notification of termination must be given to the school Principal or Director. Students who terminate their programme may not be eligible to receive a Kaplan certificate of attendance.

Kaplan's refund policy for individual student terminations in the UK and USA is as follows:

- Courses of 3+ weeks: Terminations made within the first 5 days of the course will be refunded in full, less 50%. Terminations made after this period are not entitled to any refund.
- Courses of under 3 weeks: Terminations made within the first 2 days of the course will be refunded in full, less 50%. Terminations made after this period are not entitled to any refund.

Cairns Young Learners: All terminations are not entitled to any refund.

A separate termination policy applies for groups. Speak to your Kaplan representative for details.

These Terms and Conditions may differ according to any changes in the policy of the governing body. You will be notified at the time of booking of any such amendments. Any dispute, claim or other matter arising will be subject to the current laws in the destination country. In these Terms and Conditions, Kaplan refers to all Kaplan International group schools including Kaplan International Centers in the UK, USA, Australia and New Zealand.