Rennert Language Schools
Cancellation and Refund Policy

RENNERT
BREAK THE LANGUAGE BARRIER®

- All refunds will be paid within 45 days of the date of determination of the cancellation or program change.
- For students who are enrolled through a representative of Rennert, all refunds will be issued to the representative and are subject to their policies.

Program Cancellation Prior to Start Date:

- All registrations must be paid in full prior to the start of class or the registration will be cancelled.
- For all program cancellations received prior to the program start date or because of visa denial, all tuition fees will be refunded, minus any nonrefundable fees (Registration Fee, Accommodation Placement Fee, Express Mail Fee, any Bank Charges) up to $500. Registration fees for cancelled courses may be applied to future registrations in the same calendar year..

Program Cancellation After Classes Begin:

- There are no program changes or refunds given on registrations of 4 weeks or less in duration.
- Program changes other than course cancellations require 4 weeks' notice.
- For courses longer than 4 weeks, refunds for course cancellations after the course has started are calculated based on the last date of attendance and refunds for program changes after the course has started are calculated based on the last date of attendance in the original program, as follows:
  - for cancellations or program changes when the last date of attendance is within the first 4 weeks, Rennert will retain the first 4 weeks' tuition and refund the remainder
  - for cancellations or program changes when the last date of attendance is after the 4th week but before or at the mid-point of their course, Rennert will retain a pro-rated amount of the tuition at the non-discounted rate.
  - for cancellations or program changes when the last date of attendance is after the mid-point of a course, no refund will be issued.
- Rennert requests that students submit a written notification of withdrawal for administrative purposes; however written notification is not required. In the event that no notice of withdrawal (written or verbal) is provided, Rennert will automatically administratively withdraw a student after s/he has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution) and complete a refund calculation, processing any refunds to or on behalf of the student.
- For refund cancellations, when determining the number of weeks, Rennert 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.
- Any student studying on a student visa wishing to shorten their enrolled program must leave the country within 15 days or transfer to another school at their next available start date. Refunds are calculated according to the Refund Policy.

Terminations and Expulsions:

- Any student who is expelled or terminated may be entitled to receive a refund in accordance with the 'Program Cancellation' policy.

Accommodation Terms and Conditions:

- Rennert is not responsible for personal belongings or student guardianship. Rennert students are expected to conduct themselves as responsible adults.
- Students arrive the Sunday before classes begins and depart the Saturday after classes finish.
- Accommodations are only available to Rennert students during their period of study.
- Overnight guests are not permitted.
- Rennert cannot guarantee availability in first choice of accommodation.
- Prices are subject to change due to availability.

Accommodation Cancellation Policies

Prior to Arrival:

- Accommodation and room change fees are non-refundable.
- Accommodation cancellations must be received at least 14 days before the scheduled arrival date, 60 days prior to arrival for self-catering studio apartment reservations.
- For accommodation cancellations received less than 14 days prior to arrival, 1 week of the accommodations fees, in addition to the non-refundable accommodations placement fee will be retained.
- For accommodation cancellations received less than 7 days prior to arrival, the first 2 weeks of the accommodations fees, in addition to the non-refundable accommodations placement will be retained.

After Arrival:

- There are no refunds, cancellations or changes for reservations of 4 weeks or less. There are no refunds or cancellations for studio apartments after arrival.
- 4 weeks' notice is required to cancel or change accommodations, with the 4 week period taking effect from the date of receipt of the notice.
- Refunds will be calculated based on the remaining time in the accommodation reservation, minus the 4-week notice period and any non-refundable fees as listed above. All refunds will be issued to the person, agent or 3rd party who made the initial payment.