



Rennert Refund Policy 2012

Program Terms and Conditions:

- Students participating in English programs at Rennert must be at least 17 years of age and non-native speakers of English.
- Students will be assigned to afternoon or morning schedules based on level and availability. There are no guaranteed morning classes.
- Prices and policies are subject to change with approval of the New York State Department of Education. The binding version of the registration package can be found at www.rennert.com
- This school is authorized under federal law to enroll non-immigrant alien students. César Rennert is a certified sales agent for Rennert. He is registered with the NY State Education Department Bureau of Proprietary Supervision and his sales license number is #11552508.

Program Cancellation Policies:

Prior to Start Date

- All registrations must be paid in full at least 14 days prior to program start date or the registration will be cancelled.
- All program cancellations must be received in writing at least 14 days prior to program start date to be eligible for a full monetary refund, minus the non-refundable Registration Fee. Registration fees for cancelled courses may be applied to future registrations in the same calendar year.
- Rennert will make refunds only to the person or agency that paid the school.
- If written cancellation is received less than 14 days prior to start date, students will be refunded all tuition fees, minus a fee of USD \$345 and any additional non-refundable fees.
- For cancellation due to visa denial, all tuition fees will be refunded, minus any non-refundable fees. Rennert's Admissions officers must receive a visa refusal letter at least 2 business days before the original scheduled start date, otherwise no refund will be issued.

After classes begin:

- There are no program changes or refunds given on registrations of 4 weeks or less.
- All program changes require 4 weeks notice
- Refunds for course cancellation after a course has started is calculated based on the last date of attendance as follows, upon receipt of written notification:
 - For courses longer than 4 weeks, with written cancellations received after the 4th week but before the mid-point of their course, Rennert will retain a pro-rated amount of the tuition at the non-discounted rate.
 - For cancellations after the mid-point of a course, no refund will be issued
 - Students studying under a student visa may not be able to shorten their course once it has begun, due to the terms of the program for which the visa was issued. Any student wishing to shorten their program must show proof of departure from the country immediately after the last date of attendance.

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.
- Reservations cannot be confirmed until a rules acknowledgment form is signed and a housing deposit equivalent to 2 weeks is paid.

Accommodation Cancellation Policies:

Prior to Arrival

- Accommodation and room change fees are non-refundable.
- Accommodation cancellations must be received in writing 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.
- For self-catering studio apartments, cancellations made less than 60 days prior to arrival will not be eligible for a refund.

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 week written notice is required to cancel or change accommodations, with the 4 week period taking effect from the date of receipt of the written 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.

Terminations and Expulsions

Any student who is expelled due to failure to follow visa or school regulations or local, state or federal law is not entitled to a refund on courses or accommodations. Any visa student who has their visa status terminated must leave the country within 10 days of the date of termination.