

Rennert Language Schools

Cancellation and Refund Policy



Overview

All requests for refund of Tuition and Housing fees are considered by Rennert according to Rennert's approved 'Refund Policy' as outlined below. Students seeking a refund should make a request directly to Rennert. Refunds and the payment of refund monies are based on the following policies and guidelines. Please do not hesitate to ask for help if you need any clarification on any of these policies.

Program Changes & Cancellations

Prior to Start Date

All registrations must be paid for in full before the start of class. Failure to send payment before the program start date may result in the automatic termination of your registration.

- Any student who cancels their program prior to arrival for any reason, including visa denial, or no-shows on the first day, will receive a full refund of all monies paid, minus any non-refundable fees, except:
- Any student who has entered the US on a Rennert-issued I-20 and then cancels their program before the official start of classes will incur fees before receiving a refund. Rennert will retain:
 - a) All non-refundable fees up to \$500
 - b) Actual Housing costs incurred
 - c) Tuition costs as follows:
 - 4 weeks of tuition for course enrollments of 12 weeks or fewer
 - 6 weeks of tuition for course enrollments of more than 12 weeks.

After Classes Begin

Any student requesting a refund after their program has already begun will receive a refund according to the following conditions:

- There are **no** program changes permitted or **refunds** given on course registrations of **4 weeks or less** in duration.
- **Program changes** other than course cancellations require 4 weeks' notice.
- For courses longer than 4 weeks in duration, refunds due will be calculated based upon the last date of attendance (for course cancellations) and the last date of attendance in the original program (for program changes), as follows:
 - **Changes/Cancellations Within Period of Initial Enrollment**
 - When the change/cancellation occurs within the first 4 weeks of course, Rennert will retain the first 4 weeks' tuition and refund the remainder minus all nonrefundable fees.
 - When the change/cancellation occurs after the first 4 weeks but before or at the program midpoint, Rennert will retain a pro-rated amount of the tuition at the non-discounted rate. A refund will be issued minus any nonrefundable fees.
 - When the change/cancellation occurs after the program midpoint, no refund will be issued.
 - **Changes/ Cancellations Within Period of Program Extension**
 - When the change/cancellation occurs before or at the extension midpoint, Rennert will retain a pro-rated amount of tuition at the non-discounted rate. A refund will be issued minus any nonrefundable fees.
 - When the change/cancellation is after the extension midpoint, no refund will be issued.

Further Refund/Cancellation Information

- For refund calculations, 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.
- 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) and complete a refund application and calculation, processing any refunds to or on behalf of the student.
- Any student who is expelled or terminated may be entitled to receive a refund in accordance with the above policy.
- Refund eligibility for private lessons that are regularly scheduled as a block will follow the regular refund policy and will be based on the number of lessons most recently scheduled for each week. Refunds for customized/ irregularly scheduled private lessons will be made on any unused lessons. Any private lesson cancelled less than 24 hours before the scheduled lesson will not be rescheduled and will not be subject to a refund.

Payment of Refund

- All approved refunds will be paid within 45 calendar days of the "Date of Determination" of the program cancellation or change.

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- For students who are enrolled through a representative agent of Rennert, all refunds will be issued to the representative and are subject to that party's own refund policies.

Terms

- The **"Date of Determination"** of a cancellation or program change is:
 - The date the student gives notice of the cancellation or change to Rennert; or
 - The date Rennert administratively withdraws the student who does not give notice; or
 - The date Rennert terminates a student due to failure to comply with Rennert's attendance, conduct, or student progress policies; or
 - The scheduled course start date for those students who fail to arrive for the first day of class ("No Show").
- An **"Extension"** is course weeks added to or alterations made to the makeup of the initial program. These additions or alterations occur after arrival.
- **Non-refundable Fees.** All refunds will be calculated based on Tuition paid. Amounts that will NOT be refunded are those fees determined as 'non-refundable fees', which include Registration Fees, Accommodation Placement Fees, Express Mail Fees, any other additional Program Registration ("plus English") Fees, Health Insurance Costs, Room Change Fee(s), and any Bank Charges, up to a maximum of \$500. Credit for course Registration fees may be applied to future registrations within the same calendar year.

Accommodation Changes Or Cancellations

Prior to Start Date:

- Students cancelling accommodation more than 14 days before their scheduled arrival date will receive a full refund of all monies paid, minus any nonrefundable housing fees.
- Students cancelling accommodation less than 14 days before their scheduled arrival date will be receive a refund based on the following conditions:
 - Cancellations received less than 14 days but more than 7 days prior to the scheduled arrival date will receive a full refund of all monies paid, minus 1 week of the accommodation costs and minus any nonrefundable fees.
 - Cancellations received less than 7 days prior to the scheduled arrival date will receive a full refund of all monies paid, minus 2 weeks of the accommodation costs and minus any nonrefundable fees.

After Arrival:

- Students wishing to make a cancellation or change to any accommodation booking when the total booked stay is 4 weeks or less in duration will NOT be eligible for any refund.
- Students wishing to make a cancellation or change to any accommodation booking when the total stay booked is more than 4 weeks will be required to give a 4 week notice period before being eligible for any refund. The 4 week period will be calculated from the date the school received notice from the student.
- Refunds for cancellations or changes will be calculated based upon the remaining time in the accommodation reservation, minus the 4 week notice period and any nonrefundable fees.

Non-refundable Housing Fees include Accommodation Placement Fees and Room Change Fees.

AKA Apartment Hotels

For these bookings, the following refund policy applies:

- For bookings of month or more, cancellation must be received 15 days prior to arrival to avoid a penalty of 15 nights of room and tax charges.
- For bookings of less than month, cancellation must be received 7 days prior to arrival to avoid a penalty of 50% of the total room and tax charges).
- No refund is available for changes or cancellations after arrival, in accordance with the cancellation policy for that property. We recommend making a shorter booking and extending if you are unsure.