

# Enrollment form

## Kaplan representative information

Partner name/Contact person	
Country	
E-mail	
Telephone	Fax
For all partner bookings, please confirm who will be responsible for the total payment of this booking by selecting an option below <input type="checkbox"/> Partner <input type="checkbox"/> Student <input type="checkbox"/> Partner and Student (please give details including amounts):	
Partner signature:	

## Student information

Family name	
First name(s)	<input type="checkbox"/> Male <input type="checkbox"/> Female
Date of birth	
Country of birth	
Nationality	
Mother tongue	
Full address	
City	Postcode
Country	
E-mail	
Telephone	
Language level	
Type of visa	Passport number
Name and surname of legal guardian if student is under 18 years of age	
Home telephone number of legal guardian if student is under 18 years of age	
Permanent address of legal guardian if student is under 18 years of age	

## School and Course information

1) School name and location	
Course name*	
Number of weeks	Start date
2) School name and location	
Course name*	
Number of weeks	Start date

\*Please check the relevant school page and make sure your chosen course is offered at school you have selected.

## Accommodation

Room type <input type="checkbox"/> Single room <input type="checkbox"/> Twin room <input type="checkbox"/> Twin/Multi room	Accommodation type <input type="checkbox"/> Homestay <input type="checkbox"/> Apartment <input type="checkbox"/> Residence <input type="checkbox"/> Hotel	Check-in date (d/m/y)  Check-out date (d/m/y)
Accommodation name		
Meals per week (if different options are advertised)		
Do you have any special requests (e.g. medical requirements, allergies, special diet, no cats/dogs)? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify		
Do you smoke? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Other accommodation supplements may apply, including seasonal supplements during the Summer. See price list or speak to a Kaplan representative for details.

## Medical conditions

Do you have a disability, impairment or long-term medical condition which may affect your studies? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide medical documentation from a relevant treating professional detailing the impact of your condition on your ability to meet academic demands. Please see our Terms and Conditions/Application Process/Health Declaration on page 25.

## Additional services

Would you like Kaplan Travel and Medical Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No (If not, you will need to organise your own medical insurance)
Would you like an airport transfer on arrival? <input type="checkbox"/> Yes <input type="checkbox"/> No On departure? <input type="checkbox"/> Yes <input type="checkbox"/> No (Please send flight details to your Kaplan representative)
I would also like to book the following services <input type="checkbox"/> Practical Business English Placement <input type="checkbox"/> University Placement Service

## Payment

At this time, I wish to pay: <input type="checkbox"/> the enrolment fee <input type="checkbox"/> the full fees
<input type="checkbox"/> I wish to pay by credit card (please contact Kaplan International to arrange payment or visit <a href="http://www.kaplaninternational.com">www.kaplaninternational.com</a> to pay online)
<input type="checkbox"/> I would like to arrange a bank transfer. Please send me transfer details.
I am sponsored by:

## Declaration

<input type="checkbox"/> I confirm that I have read, understood and agree to be bound by Kaplan's Terms and Conditions detailed on pages 2-3 and Kaplan's privacy policy which can be found at <a href="http://www.kaplaninternational.com/privacy">www.kaplaninternational.com/privacy</a> .	
<input type="checkbox"/> I authorize any licensed hospital or physician to initiate medical treatment for myself in case of medical emergency or for my child if he/she is under 18 years of age.	
Signature	Date
Signature of parent/guardian (required if student is under 18 years old)	Date

Please return the completed form to the Kaplan booking office or to your local representative.

# Terms and Conditions

## APPLICATION PROCESS

**1. Application:** Please send the signed enrolment form to your Kaplan representative with the enrolment fee and, if applicable, the courier fee. Students over 18 must sign the enrolment form to say that they have read and agree with these terms and conditions. The parents of students under 18 must read and also sign the enrolment form on their behalf. 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.kaplaninternational.com/privacy](http://www.kaplaninternational.com/privacy)

**2. Payment deadline:** All course fees must be paid in full no later than 30 days before the course starts. If a booking is made less 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.

**3. Visa information:** It is the responsibility of the student to arrange all applicable travel permits or visas and to have a valid passport and leave to remain for the whole period of study. The student may be asked to make payment in full prior to the issuing of any of the visa documentation referred to below:

*Canada:* We will provide you with an invitation letter to assist you with your visa application.

*USA:* Once we have received your application, we will send a Proof of Funds form, which must be completed in order for Kaplan to issue you a Certificate of Eligibility (Form I-20), which is required in order to apply for a student visa at the US Consulate.

**4. Courier fees:** If you enrol on a course in the USA less than 30 days before the course start date, a courier fee of USD55 will be charged to cover the expedition of visa documentation. If you enrol more than 30 days before the course start date, documentation will be sent by normal postal service, unless you request and pay for the courier service. In Canada, a courier service is available on request at CAD75.

**5. Travel and medical insurance:** Travel and medical insurance is compulsory at all Kaplan schools for the duration of your stay regardless of your course length or course/visa type. Kaplan can recommend a travel and medical insurance plan. Details of what this covers are available from your Kaplan representative. You are responsible for the belongings which you bring with you to Kaplan schools or accommodation and for taking out insurance for your own possessions. You are required to show proof of medical insurance at the school when you arrive. You will not be allowed to commence a course until you have obtained satisfactory medical insurance.

Please note that Kaplan's recommended travel and medical insurance must be booked for a minimum of 4 weeks.

**6. Health declaration:** Students must report on their enrolment form 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, host 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. Refunds in such circumstances are at the discretion of Kaplan.

*USA:* Some schools located on university campuses require students to provide a Health Declaration and Immunization form.

**7. Tuition fees:** Tuition fees include lessons, orientation meeting, use of computer room and internet, placement and progress testing and a Kaplan certificate on completion of the course. Kaplan reserves the right to withhold the granting of a certificate attained by a student if tuition fees or any other fees remain outstanding, or other conditions are not met.

**8. Additional services:** Any additional services (transfers, travel, laundry, telephone costs, excursions, 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.

**9. Twin accommodation:** At Kaplan's discretion, students may be required to book single room accommodation instead of twin room accommodation.

**10. Under 18 year olds:** Kaplan delivers adult courses (except for programmes advertised as being for young learners). Therefore, students aged 16 and 17 are advised that they will be attending classes with students aged 18 and over. Under 18 year olds may be required to pay a guardian fee, provide custodianship documents, live in Kaplan-approved accommodation, book Kaplan's airport transfer service and purchase Kaplan medical insurance. All students under 18 must provide a signed Minor Authorisation form prior to arrival, and for Canada they must also provide a signed Health Declaration and excursion waiver form.

## TERMS AND CONDITIONS

**1. Rules and regulations:** Students' arrangements with Kaplan are governed by the law of the country where the particular school attended is located.

**2. Arrivals and departures:** All accommodation is booked from the Saturday or Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Students arriving between 22:30 – 6:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation.

**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. Vacation dates are pre-built into the Academic Year and Academic Semester programmes and students cannot make changes to these dates. Breaks taken at other times will be marked as periods of absence. For other courses, granting of any Session Breaks after the course has started will be at the discretion of individual schools, according to visa regulations, 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 exams, excursions, internships, first day orientation or other obligations that fall outside the normal schedule.

**5. Public holidays:** Classes are normally not held and most school facilities are closed on public holidays.

All published course start dates fall on a Monday. If the Monday is a public holiday, the start date will fall on a Tuesday. Compensation will not be made for classes not offered on public holidays.

**6. Campus facilities:** Students attending a Kaplan school 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:** A minimum of 4 weeks' notice is required for any change. If you request a change of school location, course dates, accommodation or programme type after your course has started, you will be charged a change fee of USD100, CAD100 which is payable at the time the request is made. Kaplan is not obliged to fulfill any change request. Academic Year or Academic Semester students cannot transfer to a different Kaplan school during term time. If changing to a location where fees are lower, the difference in fees will not be refunded. If changing to a more expensive location or programme, the difference in fees will be charged. All changes are subject to Kaplan's discretion and require approval of the Programme Director. You will not be charged a change fee if you extend your course, but late homestay extensions in Canada may require a re-placement fee of CAD100. It is the responsibility of the student to pay for any course or accommodation extensions. Any change of tuition resulting in a reduction in lessons will be treated as a termination of the existing booking and rebooking, and will thus be subject to the standard terms & conditions governing terminations (see 'Termination Policy').

**8. Duration of lessons:** All English lessons are 45 minutes in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Kaplan cannot guarantee a specific timetable.

**9. Substitution policy:** If, after the placement test taken on arrival at the school, a student is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the student in an appropriate level class, which may have fewer lessons and a different curriculum. Students who do not have the ability to follow any course on offer may be required to terminate their studies with Kaplan. We also reserve the right to cancel courses at short notice due to insufficient demand.

**10. Programme changes:** Kaplan has the right to change course dates, course curricula, tutors, locations and programmes at any time at its discretion. 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.

**11. 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 2014.

**12. Books and learning materials:** All books and learning materials will be made available to students during their course. A book deposit (USD40) may be charged at the beginning of the course. This will be refunded at the end of the course, if the books are returned in good condition. Some specialised courses may require the purchase of books. In Canada a materials fee is charged to students to cover the cost of such items.

**13. Residential housing deposit:** A refundable housing deposit of up to USD500 or CAD600, may be charged on arrival to students taking residential accommodation in the USA and Canada. The deposit is returned unless there is damage, loss or extra cleaning to be paid for on the student's departure. In some cases the deposit may be non-refundable if the booking is cancelled.

**14. Expulsion/Suspension:** Any student who commits a criminal offence, violates the student conduct code or school policy, has, in Kaplan's opinion, a poor attendance record (whether or not such attendance is in breach of any visa attendance requirements), is absent for 14 consecutive days without notification (USA), or fails to pay an amount he or she is directly or indirectly liable to pay Kaplan in order to undertake the course, may be expelled or suspended. No refund will be given and the immigration authorities will be informed.

Student Code of Conduct: You agree to abide by the student conduct rules and other policies while attending Kaplan. As part of Kaplan's commitment to our students' success, we seek to provide an optimal learning environment and expect students to conduct themselves in a manner that is considerate of those around them. Inappropriate conduct includes but is not limited to: (1) disruptions to the learning environment (i.e. use of profanity, harassment, mobile phone use in classrooms, etc); (2) deliberate destruction, misuse, or theft of Kaplan property or the property of fellow classmates; (3) violence or threats of violence towards persons or property of students or Kaplan staff; (4) improper use of email or Internet access; and (5) failure to comply with local copyright or criminal laws forbidding the misappropriation, copying or alteration of copyright-protected materials. **15. Liability:** The liability of Kaplan, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence (except where such liability cannot be excluded as a matter of law), breach of contract or otherwise will be limited in all circumstances to the full amount paid to Kaplan or the relevant Kaplan group company by the relevant student for the particular programme. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages.

**16. Force majeure:** Kaplan will not be liable in cases where Kaplan is 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 Kaplan's control.

#### 17. N/A for USA and CANADA

**18. Photography, Filming and Sound Recording:** Kaplan or its representatives may arrange to photograph or shoot video footage of students for promotional purposes, both printed and online. Any student who does not wish to participate should advise us at the time of booking and state at the time of the photographing or video shooting the wish not to participate. By accepting these terms and conditions the student (and their parent/guardian if under 18) gives consent to the use of these photographs or video footage without further consent or notification.

#### 19. N/A for USA and CANADA

**20. Student Visa USA/Canada:** Student visa holders are required to provide Kaplan with a current residential address and telephone number at all times, maintain satisfactory academic progress and attend a minimum of 80% of their course (in the USA/Canada; 85% in New York). Students who fail to show up for their enrolment or with less than 80% attendance (in the USA/Canada; 85% in New York) will be reported to the Department of Homeland Security (DHS) in the USA, Citizenship and Immigration Canada (CIC) in Canada. Information collected by Kaplan which personally identifies a student

and information regarding a student's course progress may be shared with the Department of Homeland Security, state and accrediting agencies (USA), designated authorities, students' parents, Kaplan staff and representatives. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach by the student of any visa condition.

#### REFUND POLICY

Refunds will be made via the Kaplan representative to whom the fees were originally paid, or to the student's bank account in the same country 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.

#### CANCELLATION/POSTPONEMENT POLICY

'Cancellation' means cancelling a course before the start date of the first course you are attending. Except as provided below for Canada and the USA, in all other cases where cancellations are made in writing 7 days or more before the arrival date listed on the booking confirmation form, or on written notification of a visa rejection and receipt of relevant supporting documentation, 100% of the tuition and accommodation fees will be refunded, but in all cases, the courier fee, accommodation placement fee (if utilised), enrolment fee and any other service charges are non-refundable. For cancellations and postponements made less than 7 days before the arrival date listed on the booking confirmation form including failure to show up, tuition and accommodation fees will be refunded less one week's accommodation fee and a tuition fee of USD200, CAD200. In all cases, the courier fee, enrolment fee, accommodation placement fee, medical insurance and any other service charges are non-refundable. In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed. In the event of a postponement, you may be re-booked at the rates currently in effect at the time of re-booking.

Canada: A refund will be made less all non-refundable service charges (airport transfer, courier fees, enrolment fees, medical insurance, accommodation placement fee, administrative fee, etc.) and a CAD100 change fee.

US: 'Cancellation' refers to the period up to the start date of the first course you are attending. Cancellations must be made in writing and in these cases, providing the student never attends, 100% of the tuition and accommodation fees will be refunded, less any actual housing costs incurred; in all cases, the courier fee, accommodation placement fee (if utilized), enrolment fee and any other service charges (e.g. airport transfer fee, medical insurance, campus fee, programme supplement fee, etc) are non-refundable up to a maximum charge of USD500 (USD250 in California). Cancellations made prior to the course start date but after arrival in the US on a Kaplan-issued Form I-20, will result in forfeiture of tuition, and any associated accommodation fees, equal to the first 4 weeks for courses between 1-11 weeks and the first 6 weeks for courses 12 weeks or longer.

#### 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. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated. In all cases additional service charges (airport transfers, courier fees, enrolment fees, medical

insurance, accommodation placement fee, programme supplement fee, 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 and will not be allowed to stay in Kaplan accommodation.

#### Tuition

*Canada:* Students wishing to terminate must give 4 weeks' notice to the School Director. The refund will be calculated as below according to the percentage of the course completed including the notice period:

- after up to 10% of the programme has been completed: 50% refund of unused tuition fees
- after 11-29% of the programme has been completed: 30% refund of unused tuition fees
- after 30% or more of the programme has completed: 0% refund of unused tuition fees

*USA:* For all English courses including Vacation, General and Intensive English, Academic Year/ Semester General/ Intensive, English for Business and Intensive English for Business, the first 4 weeks shall be forfeited and refunds will be calculated as follows for terminations made:

- anytime during the 1st four weeks: 4-weeks' tuition shall be charged and 100% of the remaining unused tuition shall be refunded
- after the 4th week and up to halfway through the course: a pro-rata refund of the remaining unused tuition
- after 50% of the course has been completed: no refund

For all Test Preparation courses, including GRE®, GMAT®, CAE, FCE and TAE, refunds will be calculated, as follows for terminations made:

- after 1 training session\* but before 2 training sessions\*, 75% of tuition paid (less shipping fee)
- after 2 training sessions\* but before 3 training sessions\*, 50% of tuition paid (less shipping fee)
- after completing 3 training sessions\*, no refund

\*Due to the wide selection of Kaplan training resources offered, a training session is defined as any of the following:

- 1) one class (teaching session or proctored exam);
- 2) one visit to the in-centre training library;
- 3) use of online training resources (workshops, quizzes, online Diagnostic, etc);
- 4) one tutoring or consulting session;
- 5) use of the home-study materials.

Students in California will sign a California State Enrollment & Refund Agreement form.

In all cases where a student terminates his or her studies the relevant immigration authorities will be informed.

#### Accommodation

*USA, Canada:* Students must give 4 weeks' notice (or 8 weeks' notice for discounted accommodation packages) in writing to the School Director/Principal. A refund will be made of the unused accommodation fee less the applicable notice period and the applicable change fee. For terminations made after 50% of the booking has been completed, no refund will be given, except in Canada.

#### PARTNER SCHOOL: N/A for USA and CANADA

#### GENERAL

These Terms and Conditions may differ according to any changes in the policy made by the accrediting body or government where the school is located. 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 Colleges and Kaplan International Centers.



## Public Holidays

### USA (all schools)

01-Jan-14	New Year
20-Jan-14	Martin Luther King Day
26-May-14	Memorial Day
04-Jul-14	Independence Day
01-Sep-14	Labor Day
27-Nov-14	Thanksgiving
28-Nov-14	Thanksgiving
25-Dec-14	Christmas Holiday

### USA (additional)

#### Northeastern University at Downtown Boston

17-Feb-14	Presidents' Day
14-Apr-14	Patriots' Day
13-Oct-14	Columbus Day
11-Nov-14	Veterans Day

#### Santa Barbara City College

14-Feb-14	Presidents' Day
17-Feb-14	Presidents' Day
11-Nov-14	Veterans Day

US Christmas and New Year Closures:  
 Closed from 22nd December 2014.  
 Open again on 29th December 2014.

### CANADA

01-Jan-14	New Year
10-Feb-14	Family Day (Vancouver)
17-Feb-14	Family Day (Toronto)
18-Apr-14	Good Friday
19-May-14	Victoria Day
01-Jul-14	Canada Day
04-Aug-14	BC Day (Vancouver)
	Civic Holiday (Toronto)
01-Sep-14	Labor Day
13-Oct-14	Thanksgiving
11-Nov-14	Remembrance Day (Vancouver)
25-Dec-14	Christmas Holiday
26-Dec-14	Boxing Day Holiday