



Conditions of Enrollment for Adult Programs

1. Students should be prepared to show their Entry to Canada documents on their first day at Tamwood. It is the responsibility of the student to obtain all documents necessary to enter Canada. Tamwood cannot be held responsible if a student fails to obtain the proper documents to enter Canada. Some nationalities require a valid Canadian Visa to enter Canada.
2. All students must complete payment of their total Program Fees before the start of their first class on their first day. No student will be allowed to start classes or to reside in Tamwood –arranged accommodation until their have paid their program fees in full. “Program Fees” includes fees for all selected classes and services arranged through Tamwood.
3. To reserve Homestay accommodation and airport reception, Tamwood requires payment four (4) weeks in advance. All flight details must be sent to the Tamwood Head Office no later than two (2) business days prior to arrival. Tamwood will not be able to meet the student and no refund of airport reception fees will be given in the event of last minute changes in flight plans.
4. Tamwood International College accepts no responsibility whatsoever for any loss or damage to the personal belongings of a student or program participant or for any injury to or death of a student or program participant occurring on or off school property.
5. It is a condition of the student’s participation of any Tamwood program that the student complies with the rules of the school as set out in the Student Handbook provided on the first day of classes. Failure to comply with these rules could result in dismissal. Tamwood’s policies on admissions, dispute resolution and dismissal can be found in the Student Handbook.
6. All students attending a Tamwood program must have valid medical insurance for their entire study period. Students who do not provide Tamwood with proof of valid medical insurance on their first day of classes can purchase their insurance through Tamwood. No student will be allowed to attend a Tamwood program until they have provided proof of valid medical insurance.
7. All students agree to accept the Tamwood Refund Policies.
8. Any complaint brought by a student or its agent, against Tamwood concerning its services, accommodation and/or other matters, must be brought to Tamwood’s attention immediately when the issue arises, by written notification to Tamwood signed by the student, according to Tamwood’s Complaint Procedure.
9. All students must be at least 17 years of age (older for some courses) and must be familiar with the Latin alphabet.

Payment Terms for Adult Programs

1. **Schedule of Payments for Adult Programs**
 - a. Tamwood cannot guarantee the student his/her registration until Tamwood has received the Registration Fee. Failure to pay the Registration Fee could result in the student’s application being rejected.
 - b. The balance of the fees owing must be paid in full:
 - i. for the General English Programs, no later than 4 weeks before the first day of the student’s program at Tamwood; and
 - ii. for the special English Programs, no later than 8 weeks before the first day of the student’s program at Tamwood.
2. **Payment Method**
 - a. All payments shall be cleared in either Canadian dollars or United States dollars.
 - b. Payments shall be made by either by International Money Order or via bank transfer to Tamwood’s bank account.
 - c. The student is responsible for all bank transfer charges.
3. **Late Payments**
 - a. Tamwood reserves the right to cancel, without notice, all bookings and arrangements if the Student fails to pay the required fees for a booking pursuant to the Schedule of Payments set out herein.
 - b. Tamwood regrets that under no circumstances will a student be allowed to commence and/or attend any course where payment remains outstanding or not cleared.

Cancellation and Refund Policy – Adult Programs

1. **Written Notice Required** - To be considered for a refund, the student must submit a written and signed notice to Tamwood International College of withdraw from the program. Verbal notices will not be considered.

2. **Program Changes** - Once an application has been accepted by Tamwood, any changes requested by the student to the start date, end date, program type or accommodation options will be made only if the change is requested before the student's arrival in Canada and before any services have been rendered by Tamwood to the student. Changes will be made only if space is available and, in the case of a work program, if the employer agrees, and all changes made will be subject to the Tamwood published Program Change Fee.
3. **Payment of Refunds Owing to Students** - Refunds owing to the student shall be paid to the student's booking agency, within thirty (30) days of Tamwood receiving written notification of withdrawal, or within thirty (30) days of written notice of dismissal. All bank fees associated with payment of a refund are the responsibility of the student.
4. **Refund of Adult English Programs Fees**

Refund in the Event of Visa Application Denial - If a Study Permit or Temporary resident Permit (visitor visa) is denied by Citizenship and Immigration Canada, Tamwood will refund all of fees for the program less the Registration Fee. (The student must provide letter of rejection from the Canadian Embassy to get their refund).

Refund of Tuition Fees for Special Programs - This section applies to students registered for one of the following Special English Programs at any of the Tamwood adult English centres:

- | | | |
|--------------------|------------------------------|--------|
| • Cambridge FCE | • Business English | • CASI |
| • Cambridge CAE | • English for Lawyers | • CSIA |
| • IELTS | • University Pathway Program | |
| • Teacher Homestay | • Private Tuition | |

If the student withdraws from the Special English Program more than 4 weeks before the program start date, Tamwood will retain \$150 CDN of the tuition fees as a cancellation fee, and refund the balance of the tuition fees paid.

If the student withdraws or is dismissed from the Special Program 4 weeks or less before the start of the program or any time after the start of the program, no refund will be given of the tuition fee for the entire program and any outstanding tuition fees owing must be paid at that time.

Refund of Tuition Fees for the General English Program Before the Program Start Date: If the student withdraws more than four (4) weeks before the program start date, Tamwood will refund the tuition fees for the program less a \$150 cancellation fee.

If the student withdraws less than four (4) weeks before the program start date, Tamwood will retain either 30% of tuition fees for the program or \$500 CDN, whichever is the greater amount as a cancellation fee, and refund the balance of the tuition fees paid.

Refund of Tuition Fees for the General English Program After the Program Start Date: If the student withdraws or is dismissed from the program after it has started, the following refund policies apply:

Up to 10% of program attended	—	50% refund
Up to 30% of program attended	—	30% refund
More than 30% of program attended	—	0% refund

Refund of Registration Fee, Text Book Fee and Accommodation Fees: the Registration Fee is non-refundable. The Text Book fee is refundable up to one week before the program start date, but if the student cancels less than a week before the program start date or after the program has started, this fee is non-refundable. The Accommodation Placement Fee is non-refundable. A full refund of accommodation fees will be given when canceling with more than four (4) weeks' notice. When the student cancels his/her accommodation with less than four week's notice, Tamwood will retain the fee for four (4) weeks accommodation and refund the balance of the accommodation fees paid.

5. **Terms and Conditions for Refund of Work and Study Program Fees**

Refunds for Basic Service Program Option: If written notice of withdrawal is received more than thirty (30) calendar days before the student's arrival in Canada, Tamwood will retain \$150 of the Basic Service Work Program Fee under the contract as a cancellation fee, and refund the balance of the fee to the student.

If written notice of withdrawal is received less than thirty (30) calendar days before the student's arrival in Canada or after the student has arrived in Canada, Tamwood will retain all of the Basic Service Work Program Fee under the contract as a cancellation fee.

Refunds for Full Service Program Before the Work Placement Starts: If written notice of withdrawal is received before the student has arrived in Canada and before a job interview has been arranged, Tamwood will retain \$150 of the Program Fees under the contract as a cancellation fee, and refund the balance of the fees to the student.

No refund will be made if the student chooses to downgrade from Full Service to Basic Service Placement after an interview has been arranged by GO International ("GI") for the student.

If the student withdraws from the program after he/she arrives in Canada or before arriving but after a job interview has been arranged, GI will retain the full Work Program Fee as a cancellation fee.

In the unlikely event that GI is unable to arrange a work placement interview for the student, Tamwood will refund the Work Placement Fee to the student and the student is not entitled to any other refund from Tamwood/GI or its booking Representatives, or to claim any loss or damage against Tamwood/ GI or its booking Representatives arising from Tamwood/GI's failure to provide a work placement for the student.

If, after the interview with the company, the student is not offered a position by the employer, GI will attempt to secure one more interview. If the student is not successful in getting a work placement offer as a result of the second arranged interview, Tamwood/GI is under no obligation to arrange any more interviews for the student and the application can either; a) pay Tamwood/GI to arrange more interviews at a cost of C\$300 per interview, or b) withdraw from the program, in which case, Tamwood will retain \$150 of the Program Fees as a cancellation fee, and refund the balance of the Program Fees to the student, and the student is not entitled to any other refund from Tamwood/ GI or its booking Representatives, or to claim any loss or damage against Tamwood/GI or its booking Representatives arising from Tamwood/GI's failure to provide a work placement for the student.

Full Service Placement applicants are obligated to accept the work placement arranged for him/her by Tamwood/GI.

If the student refuses to participate in an interview arranged for him/her by Tamwood/GI, or refuses a job offer made following an interview, Tamwood/GI is under no obligation to arrange another work placement for the student and the student can either withdraw from the program or pay Tamwood/GI to arrange another placement at a cost of \$300 per additional interview arranged.

If the student withdraws from the program, the student forfeits his/her full Program Fees and the student is not entitled to any other refund or to claim any losses against Tamwood/GI or its Representatives, as result of his/her failure to secure a work placement.

Once the student has been assigned a position for his/her work placement, if the student requests a change to the dates of the work placement, GI will put the request to the host company who can either accept or reject the student's request. If the host company accepts the request, the change in program dates (and accommodation dates if necessary) will be made subject to the student paying Tamwood the Program Change Fee.

If the student fails to achieve the level of English skills required to start the work placement arranged for the student, Tamwood reserves the right to cancel the student's acceptance in the program and will refund the student the full Program Fees in the form of a credit note that can be applied by the student against the purchase price of English classes from Tamwood International College within 12 months of the date of the credit note.

The student is responsible for applying to Citizenship and Immigration Canada ("CIC") for the necessary immigration documentation (study permit and work permit) to participate in the work term that forms part of their work and study program and Tamwood/GI assumes no responsibility for this process or the costs associated with it. In the unlikely event that the student is not able to secure a work permit by the start date of his/her intended program or work placement, the student is not entitled to any refund of the program fees or to claim any losses against Tamwood/GI or its Representatives, as result of his/her failure to secure a work permit on time.

Refunds After the Work Placement Starts: Once the applicant has started his/her work placement, if the student withdraws from the program or is dismissed from his/her employment by the employer, the Program Fees are non-refundable.