



1 Tell us about you!

Personal Information

| | | | |
|-------------------------------------|----------------------|--------------------------|---|
| Family Name _____/_____/_____ | First Name _____ | Middle Name(s) _____ | <input type="radio"/> Male <input type="radio"/> Female |
| Date of Birth (mm/dd/yyyy) | Nationality _____ | Native Language _____ | Gender |
| Street Address or P.O. Box _____ | City _____ | | |
| State/Province _____ | Country _____ | Postal Code _____ | |
| Telephone _____ | Email _____ | | |

Emergency Contact Information

| | | |
|---------------|--------------------|-----------------------|
| Name _____ | Telephone _____ | Relationship _____ |
|---------------|--------------------|-----------------------|

Did an agency refer you to ELS? No Yes (Agency Name?) _____

2 Pick your program, location, and start date

Select Your Program

- Intensive English Program
(30 lessons per week)
- Semi-Intensive English Program
(20 lessons per week)

Location

- ELS Vancouver ELS Toronto

Study Date

Start Date : ____/____/____
 Finish Date: ____/____/____
 Session #: _____

Are you applying to a college or university in Canada?

- No Yes (College/University Name?) _____

Have you received an acceptance letter from a college or university?

- No Yes

Electives

| Choose what you want to study at ELS | Required Level of English |
|--|----------------------------------|
| <input type="radio"/> Canadian Experience | Beginner to Advanced (101 - 112) |
| <input type="radio"/> Enhanced Academic Prep | |
| <input type="radio"/> Current Events | Intermediates (104 - 106) |
| <input type="radio"/> IELTS™ | |
| <input type="radio"/> TOEFL iBT® | Advanced (107 - 112) |
| <input type="radio"/> Business Communication | |

Elective class availability is subject to enrolment

3 2020 & 2021 Session Dates

| SESSIONS | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|----------|--------|--------|-------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|
| 2020 | Jan 13 | Feb 10 | Mar 9 | Apr 6 | May 4 | Jun 1 | Jun 29 | Jul 27 | Aug 24 | Sep 21 | Oct 9 | Nov 16 | Dec 14 |
| 2021 | Jan 11 | Feb 8 | Mar 8 | Apr 6 | May 3 | May 31 | Jun 28 | Jul 26 | Aug 23 | Sep 20 | Oct 18 | Nov 15 | Dec 13 |

4 Health Insurance and Homestay Service

Health Insurance

- I will require health insurance (arranged by ELS on Day 1 at the school)
- I will provide my own health insurance (proof must be shown on Day 1 at the school)

Homestay

- I will require homestay (please complete section 5)
- I will not require homestay (skip section 5)

5 Homestay Accommodations

Homestay Meal Plan

- Homestay Full-Board (21 Meals Per-week - Breakfast, Lunch and Dinner)
 Homestay Half-Board (14 Meals Per-week - Breakfast and Dinner)

- Will you accept children under age 12 in the home? Yes No
Do you smoke? Yes No
Will you accept a host with a dog? Yes No

Please tell your host about yourself:

Arrival and Departure Dates

Homestay Arrival Date: ____/____/____
Homestay Departure Date: ____/____/____

- Will you accept a host with a cat? Yes No
Do you have any medical conditions or allergies? Yes No
Do you have any dietary restrictions? Yes No

Please list medical conditions, allergies, and dietary restrictions:

6 Airport Pick Up and Additional Services

Do you require Airport Pickup Service?

- No Yes

Do you require Airport Drop Off Service?

- No Yes

Will you be a Unaccompanied Minor? *(when requested by airline or airport authority)*

- No Yes

Will you require a Guardianship Letter from ELS? *(when requested by airline or airport authority)*

- No Yes

Flight Arrival Details

I will send flight details later

Arrival Date: ____/____/____ Airline: _____

Flight Number: _____ Arrival Airport: _____

Arriving from which city: _____

Flight Departure Details

I will send flight details later

Departure Date: ____/____/____ Airline: _____

Flight Number: _____ Departure Airport: _____

Going to to which city: _____

Homestay fees are applied to a four-week period.

Students are welcome to arrive anytime on Saturday or Sunday before their program begins and depart anytime on Saturday or Sunday after their program finishes.

Early arrivals (before Saturday) and late departures (after Sunday) will be subject to an extra nightly charge.

A Daily rate will apply to any homestay under two weeks in duration.

Financial and Health Statement / Information Release

I certify that the information contained herein is accurate and correct to the best of my knowledge. I have read and hereby accept all ELS Language Centers' terms and conditions listed in the brochure, Application for Enrollment form and in the "General Information" and "Student Withdrawal Policies" sections on the following pages. I understand that my expenses (excluding personal miscellaneous expenses) per session while studying at ELS Language Centers will be as indicated on the chart above for the course selected. I agree to accept full responsibility for these expenses. In case of illness and/or injury, permission is granted to any appropriate medical center to examine or treat me and make necessary referrals to outside physicians as indicated. Permission is also granted to release information regarding my health to other designated individuals. I authorize ELS Language Centers to release information regarding my studies to my sponsoring agency or my guardian whose signature appears below.

X

Signature of Applicant

____/____/____
Date

X

Signature of Parent or Guardian if Applicant is under the age of 18

____/____/____
Date

7 Description of Fees and General Information

Enrollment

To enroll, complete the attached Application for Enrollment and send it to the appropriate center by mail or email. The student invoice will detail the full amount of tuition and homestay fees covering the full booking period. Payment must be received by ELS before the student's program begins. If the payment will be late, please inform the receiving center directly.

Minimum Age

The minimum age to attend our regular programs is 16.

Optional Courier Charge

Recommended for any student who needs express delivery of the original acceptance materials for his or her visa application. This must be prepaid at the time of enrollment.

Registration

When you register at the center on Day 1, you will need to bring your passport, a receipt showing pre-payment of tuition/homestay fees, proof of medical insurance coverage, as well as two passport size photographs.

Medical Insurance

All students attending ELS Language Centers must be covered by a medical insurance plan. Students who choose to purchase coverage in their own country must bring a copy of their insurance policy with them to the center on Day 1. Otherwise, students must purchase medical insurance at the center on Day 1.

Placement Testing

All students will receive a placement test to determine their levels in English on their first

study day. The test will include a grammar assessment, a short written essay, and a face-to-face interview with one of the center instructors. The Day 1 Orientation will also include welcome speeches by center staff, a new student welcome lunch, and a walking tour of both the center and the neighborhood. Students arriving on an irregular start date will still receive the placement test and are welcome to join the orientation tour on the next Day 1.

Instructional Hours

The ELS Language Centers English for Academic Purposes, General English, English for Business, TOEFL iBT® Preparation and IELTS Preparation programs consist of 30 lessons per week scheduled from Monday through Friday. Semi-Intensive English program students meet for 20 lessons per week. Each lesson is 50 minutes. Within each four-week session, a maximum of 10 hours may be devoted to non-instructional activities related to registration, placement testing, orientation, and student evaluation. ELS Language Centers is open Monday through Friday from 8:30 a.m. to 5:00 p.m.

Attendance

Because ELS Language Centers would like you to derive the maximum benefit from your course, you will be expected to attend classes full-time. If your total absences from class in any session exceed three study days, you may fail the level unless you make up the work missed and are able to demonstrate mastery of the material. You will not receive a certificate of attendance for any session where your absences total 15% or more.

Withdrawal Policy

1. Written notice of withdrawal or dismissal may be delivered in any manner, provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
2. The application fee is non-refundable. The only exception is for situations where a student does not meet our minimum admission requirements.
3. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date, and a student may be required to make up for monies due under the contract.
4. All tuition due under contract will be refunded if visa is denied so long as (A) student informs ELS Language Centers within a reasonable period; (B) student provides ELS Language Centers with written verification from Canadian Immigration that visa has been denied.
5. If written notice of withdrawal is received by the institution within seven days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
6. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than seven days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1,000.
7. Subject to Section 5 above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than seven days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1,300.
8. If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
9. If written notice of withdrawal is received by the institution or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
10. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
11. Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
12. Deferrals, postponements, and mid-course breaks (maximum 12 weeks) will be granted provided ELS Language Centers receives a written request at least 30 days prior to commencement and may be subject to a \$100 administration fee.
13. A student who violates Canadian Law or ELS Language Center rules and regulations

may be dismissed from all ELS Language Centers programs.

14. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as yet to be received consumables that have been pre-paid.
15. Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
16. Refunds are payable to the individual or agency that remitted the original payment to ELS.
17. All fees are non-transferable.

PLEASE NOTE: A course is equal to the total number of weeks indicated on page 1 of this form.

Course Transfer Policy

Students are required to give at least two weeks' notice of intent to transfer between courses. All course transfer requests must be made in writing, no later than the end of the second week of the session, and submitted to the Academic Director. Requests made after week two will be granted at the end of the session following that in which notice is given.

No refund for a course transfer will be given for any session that has already started. No refund will be given for a course transfer if a student is in his or her first 12 weeks of study. 50% of the tuition difference between courses will be refunded, subject to proper notification as described above, if the student has completed his or her first 12 weeks of study.

Dispute Resolution Policy

The Center Director will accept written descriptions of all disputes. If the Center Director is absent or is named in a complaint, the student must provide the complaint to the Managing Director of ELS Language Centers, Canada. All disputes will be addressed and written reasons for a determination will be provided within 10 business days of receipt of the complaint. If the student is not satisfied with the determination, they are invited to contact Languages Canada at info@languagescanada.com. Students may be represented by an agent or a lawyer and will not be subject to any form of retaliation as a result of filing a complaint. In the case of ELS Vancouver, if a current or past student enrolled in an approved program is dissatisfied with the determination and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch at www.privatetraininginstitutionsbranch.bc.ca.

Payment of Fees

Fees for ELS Vancouver and ELS Toronto Can we paid by wire transfer to the bank coordinates below. Or by Visa or MasterCard at www.flywire.com/pay/els.

ELS EDUCATIONAL SERVICES CANADA INC.

Bank of Montreal Main Office, First Bank Tower
595 Burrard Street, Vancouver, B.C. V7X 1L7
Tel: (604) 665-7033
SWIFT #: BOFMCAM2
Institution number: 001 Transit number: 00040
CAD\$ Account number: 00040 1747 151

| | | |
|--------------------|----------------|----------------|
| <u>001</u> | <u>00040</u> | <u>1747151</u> |
| Institution Number | Transit Number | Account Number |

Pay by credit card at www.flywire.com/pay/els.

Visas, Designation, and Accreditation

ELS Vancouver and Toronto are accredited members of Languages Canada: www.languages-canada.ca.

Both Canadian centers are designated learning institutes:

Vancouver DLI: O19360978002 • Toronto DLI: O19361070902

Please contact Citizenship and Immigration Canada for up to date visa information and more information on designated learning institutes at: www.cic.gc.ca/english/study/index.asp.

ELS Vancouver (ID-04002) is designated by the Private Training Institutions Branch of British Columbia. All information regarding program and institution status is public and can be found at www.privatetraininginstitutions.gov.bc.ca.

8 Description of Accommodation Fees and Information

Accommodation Placement Fee

This charge covers the expense of finding a suitable host family for each student. It includes any necessary post-arrival counseling and re-placement to a new home, if the student is not satisfied with the original placement, **within the first four weeks**.

Meal Plan

Full Board includes three meals per day plus snacks, seven days per week. The host family will prepare dinner most nights; students may be required to prepare their own breakfast and bag lunch for school. Half Board includes breakfast and dinner only, there are no lunches or snacks included, all week long. Again, the host family will prepare dinner most nights; students may be required to prepare their own breakfast.

Location

Homestays are located 30-65 minutes from the center by public transit. Calculate the commuting time following the posted transit schedules in each city plus additional

walking time where necessary. Actual travel times may vary slightly on a day-to-day basis depending on factors beyond our control such as traffic or weather.

Youth Student Surcharge

As there is a greater degree of responsibility required in taking care of younger students, the youth student charge applies to any student 17 years old or younger. If a student turns 18 during his or her stay with us, the adult rate will apply from the first full session following his or her 18th birthday.

Private Bathroom

Students will have exclusive use of their own bathroom facilities, which will include a shower or bath.

Guaranteed High-Speed Internet Access

Students will have internet access (i.e. cable, DSL, or wireless) for no additional charge.

This service is only available for students bringing their own laptop or other wireless device. Any additional charges required due to non-compatibility issues are strictly the student's responsibility. ELS is not responsible for any internet connection difficulties in the homestay.

Airport Pickup Service

Students will be met at the airport by a representative of the Airport Pickup Service (holding a sign with their name on it), who will take them to their new home and introduce them to their homestay family. Pickup Service is only available for students with flights scheduled to arrive before 11pm. Airport Pickup Service arranged through ELS is available for students residing in our homestay program or staying in apartments or hotels that ELS has arranged. Airport Pickup Service is mandatory for all students ages 16 and 17 residing in our homestay program.

Airport Return Service

Students will be picked up at their homestay and driven to the airport by our Airport Return Service. Typically, we plan for students to be at the airport three hours prior to their departure for international flights.

Homestay Period

Homestay fees are applied to a four-week period. Students are welcome to arrive anytime on Saturday or Sunday before their program begins and depart anytime on Saturday or Sunday after their program finishes. Early arrivals (before Saturday) and late departures (after Sunday) will be subject to nightly rate. A daily rate will apply to any homestay under two weeks in duration. Please contact the center for further information.

Payment of Homestay Fees

Students are required to pre-pay a minimum of the first sessions' homestay rent and the accommodation placement fee at the time course fees are remitted. Homestay is only guaranteed for the sessions students have pre-paid for in full, therefore we recommend that students pre-pay the full amount for the number of sessions they will be studying.

If a student has to be moved, due to not pre-paying the entire homestay period, there may be a re-placement fee. All students under ELS Canada guardianship must pre-pay their full homestay fees for the entire length of their studies.

Following the first session, fees are payable to the school (apart from students who have pre-paid in full). **Fees are payable in Canadian funds two weeks before the start of the next session.**

Notarized Guardianship Letter

Some students aged 18 or younger may be required to have their parents appoint a legal guardian for them while in Canada. ELS Canada Center staff can perform this service, and we can provide a notarized Guardianship Letter, as long as the student is using our homestay service. There will be a charge for the letter.

More information on when a Guardianship Letter is required can be found at: <http://www.cic.gc.ca/english/study/study-minors.asp>.

An additional courier fee may be charged if the document needs to be sent by courier.

Homestay Transfer and Cancellation Policies

1. The accommodation placement fee is non-refundable.
2. Homestay rent will be refunded if visa is denied as long as (A) student informs ELS Language Centers within a reasonable period, and (B) student provides ELS Language Centers with written verification from Canada Immigration that visa has been denied.
3. If a student withdraws, in writing, from homestay at least one month prior to the homestay commencement date, homestay rent will be refunded in full.
4. If a student withdraws, in writing, from homestay within one month of commencement, all homestay fees except for the first month's rent will be refunded.
5. If a student withdraws from homestay, in writing, with less than two weeks' notice, or is dismissed from homestay, homestay fees will be refunded except (A) fees for pro-rated used portion to date of withdrawal/dismissal; and (B) two weeks' rent.
6. A student who violates Canadian Law or ELS Language Centers' homestay rules and regulations will be dismissed from the ELS Language Centers homestay program.
7. Refunds will be issued within 30 days of written notice and presentation of original receipts.

Changing Homestays or Homestay Options

1. During a student's first session at the center, he or she may request to change to another homestay within the same location price range with no formal notice expected and no penalty. If a student wishes to change to a homestay in another location price range, there will be no formal notice expected, but there will be a re-placement fee. Please note however that a student's specific homestay requests may affect the time it takes to re-place him or her in a new homestay.
2. After the first session, a student who wishes to change homestays must provide two weeks written notice. There may be a re-placement fee.
3. Students who wish to make an upgrade in their homestay from half board to full board or add private bathroom, may be subject to a \$25 administrative fee after the first week.

Leaving Homestay

If a student wishes to withdraw from the homestay program, all unused fees will be refunded so long as a full two weeks written notice is provided to the school.

Peak Season / Summer Surcharge

During the peak Summer season in July there will be an additional homestay fee per session for any student enrolled in our adult program for less than 8 weeks.

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Toronto, ON Canada M5C 1H3
Tel: (416) 203-6466

549 Howe Street, 6th Floor
Vancouver, BC Canada V6C 2C2
Tel: (604) 684-9577

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