



Enrollment Policies

Service Satisfaction Guarantee

At ILISA we are committed to providing you with the best study abroad experience possible, and we back that commitment with our guarantee. If for whatever reason you are not satisfied with the services we provide, and we are unable to resolve the issue to your satisfaction, we will promptly refund the unused portion of your language program in accordance with our policies.

How to Enroll

The first step to enrolling is to complete the MS Word registration form and pay the USD deposit (applicable to the total course fee) as far in advance as possible. This begins the booking process. When we receive the registration, we will send you an e-mail confirming receipt of the application and payment of the deposit.

You will receive a course confirmation e-mail in 1-3 business days confirming that you are officially booked on the course of your choice. You will also receive specifics about the city and school you will be visiting and our city A-Z guide including helpful tips and important information such as emergency phone numbers, etc.. Also included will be an invoice reflecting the total amount due. We recommend you book your airline flight as early as possible and pay the balance of your course fees no later than 3 weeks prior to your arrival.

Please remember that your lodging and classes with the school can not be confirmed until we have received your deposit.

Refund and Cancellation Policy

The refund policy for cancellations is as follows:

1. If you cancel your course any time up until 21 days before the start date, a full refund can be issued, except the deposit which will be applicable toward any rescheduled program in the following 6 months. After 21 days, 75% of the course fees will be refunded, if requested in writing. You may still be able to reschedule your course for a change fee of \$50 (see below).
2. If you cancel your course once it has begun, we will refund the remaining full weeks of the tuition except the first 2

weeks. Remaining full weeks of the accommodation may not be refunded. Unused tuition may also be applied to a future course.

Course Changes & Postponements

Changes to your course can be made up to 21 days before the start date without an additional fee. Changes made after that time such as, but not limited to, changing locations, dates, course length or type, accommodation requests etc. are not guaranteed and are subject to a US\$ 30 fee. The change fee does not apply when adding additional services to the end of your program.

Discounts

Returning Students ILISA offers a 10% discount on Spanish classes to students who have studied with us before. This applies to any of our study abroad schools. This offer cannot be combined with any other discounts.

Friends & family

ILISA offers a 5% discount on Spanish classes to students who join a program with the same starting date. This offer cannot be combined with any other discounts.

Long-Term Courses

ILISA also offers discounts for long-term courses. A discount of 5% on tuition is available to students who register and pay in advance for courses of 8-24 weeks. A discount of 10% on tuition is available to students who register and pay in advance for courses of 24 weeks or more. This offer cannot be combined with any other discounts.

Holidays

Should a national holiday fall on a class day, group class hours cannot be recovered, nor are they refundable. Private classes, however, can be in most cases be rescheduled. A list of national holidays can be found at www.ilisa.com/courses/p-dates.htm. ILISA reserves the right to change its schedule if necessary. We are not

responsible for missed class due to holidays.

Extra Fees for Activities, Books, Excursions and Airport Pickup

Weekly activities and excursions are provided to the student at no additional charge. However, some activities and excursions require the student to pay transportation or entrance fees. Please also note that books are also included as is airport pickup.

Student Behavior

It is understood that any participant in an ILISA program will obey the laws of the host country and behave in a respectful manner to both school employees and fellow students. ILISA reserves the right to expel (without refund) any student whose behavior violates the center's policies or those of special program providers, tour operators, etc. Grounds for dismissal include abusive behavior, frequent tardiness or failure to attend class and illegal drug use. Any expenses incurred by the center in terminating the program of a student who violates the center's policies will be the responsibility of the participant.

Documentation

It is the responsibility of the student to obtain all necessary documentation to enter the country and travel to, from, and within the program. Contact us if you plan to travel with minors. You should check with the airlines and the embassy or consulate of the country to which you are traveling (www.embassyworld.com). ILISA can provide minimal visa information pertinent to the school you have chosen. All requirements for visa acquisition including letters of invitation, applying for the correct visa, and timely application for visas should be verified by the student with the consular division of the appropriate embassy. In general students should request a standard tourist visa – not a student visa! Likewise, students should declare the purpose of the visit to be tourism, not study.