

# TERMS AND CONDITIONS

## LANGUAGE PROGRAMS FOR TEENS

All registrations in the Summer Plus!®, Academy Plus!, Summer Adventures and/or Winter Adventures® teen programs are subject to the following conditions which become legally binding once the registration is confirmed by Rennert International.

### 1. Program length

An all-inclusive program week is based on Sunday arrivals and Saturday departures. The Day and Full Day options begin on Mondays and finish on Fridays. Program stays must be a minimum of two weeks.

### 2. Registration and payment procedures

Registrations should be submitted at least 60 days before arrival date and should include the following information:

- Family name, given name, date of birth, native language and gender of every student.
- Flight arrival and flight departure information and indicate if airport transfer is required.
- Full name, email and telephone number of an emergency contact.
- Full name of the person or company responsible for payment, with mailing address, email, telephone, fax and website (as applicable).

Once all the above information has been received, an invoice will be sent via email within 48 business hours. A minimum \$500 payment per student is due 30 days before arrival including the \$110 non-refundable Registration fee to confirm the registration. Once a minimum of \$500 has been received (payable by credit card or wire transfer) the booking will be confirmed. Along with the confirmation, Rennert will also send documents and forms to be completed by the student/guardian and returned to Rennert. Full payment of the remaining balance and final student details are due 15 days before arrival.

### 3. Cancellation and refund policy

#### Prior to Start Date:

- All registrations must be paid in full at least 14 days prior to program start date or the registration will be canceled.
- All program cancellations must be received in writing at least 15 days or more prior to program start date to be eligible for a full monetary refund, minus the non-refundable Registration Fee of \$110. Registration fees for canceled programs may be applied to future registrations in the same calendar year.

- Rennert will make refunds only to the person or agency that issued payment to the school.
- If written cancellation is received 14 days or less prior to start date, all program fees will be refunded, minus the USD \$500 deposit which includes the non-refundable Registration fee, as this amount has already been used to secure housing, meals and activities for the student.
- For cancellations due to visa denial, all program fees will be refunded, minus the non-refundable Registration fee and any other non-refundable fees. Rennert must receive a visa refusal letter at least 2 business days before the original scheduled start date, otherwise no refund will be issued.

#### After classes begin:

- No program changes or refunds will be given for registrations of 4 weeks or less.
- All program changes require a minimum of 4 weeks' notice.
- Refunds for program cancellation after a program has started are calculated based on the last date of attendance (upon receipt of written notification) as follows:
  - For programs longer than 4 weeks, with written cancellations received after the 4th week but before the mid-point of their course, Rennert will retain a pro-rated amount of the program fee at the non-discounted rate.
  - For cancellations after the mid-point of a course, no refund will be issued.
- All refunds will be made to the party that paid Rennert. Refunds will be processed within 45 days from the date of receipt of the Program Cancellation Form.

### 4. Medical insurance

All students and group leaders participating in the program must have a minimum coverage of a travel health insurance during their stay. Proof of insurance and coverage must be submitted prior to arrival.

### 5. Conduct and Discipline

Students are expected to conduct themselves in a manner that is conducive to the general well-being of all students, staff members, and the greater Rennert community. All students are required to participate in the daily aspects of the program and must respect and obey all rules

related to property, academic standards, attendance requirements and campus policies as set forth by Rennert. Rennert reserves the right to refuse, exclude, eject or subject any student or group leader to legal or disciplinary action if said participant displays behavior that is inconsistent with the policies and objectives of the program. Such behavior includes:

- Under-age purchase or consumption of alcohol
- Possession or use of illegal substances or dangerous objects (eg. Illegal drugs, firearms, knives and other weapons, etc.)
- Damage to property
- Threatening, violent, profane, lewd or indecent displays or behavior
- Theft
- Sexual, racial, religious or personal harassment
- Unauthorized absence from classes or other required events
- Smoking inside a building or other non-smoking areas
- Violation of any other college or residential guidelines
- Blatant disregard of Rennert staff authority

In these instances, no refund will be given and any costs incurred, including damages, will be passed on to the participant (parents or guardians).

### 6. Supervision

Although Rennert Teen programs are fully supervised, students 15 years of age and older are permitted some free time during certain city center activities for up to a maximum of two hours and within a boundary area detailed by staff. If the parent/guardian does not wish to permit this, it must be indicated on the applicable section of the registration form.

### 7. Liability

Course, activity, excursion, transportation, meals and housing details as well as other aspects of the Rennert Teens programs are displayed in publicity materials in good faith. The details and/or schedules of any part of the program may be subject to change for reasons of safety, in the event of unsuitable weather, or in the event of other conditions that are beyond control. Rennert reserves the right to change the particular aspects of the program if the number of participants is not the minimum required to successfully carry out such aspect of the program. It is understood that photos taken of students participating in the program are

the property of Rennert International and can be used for promotional and informational purposes. Rennert will not be liable for any loss, damage or injury to persons or property unless proven to be caused by willful negligence on the part of Rennert or its staff. Rennert will not be liable for any loss of services to be delivered due to acts, omissions, or accidents beyond the control of Rennert, including delays in travel services, compliance with government order, rule, direction or regulation, riots and/or civil commotion, war or hostilities, acts of terrorism, invasion, explosion, accident, fire, flood, lightening, storm, illness, widespread disease, epidemic or infection.

### 8. Resolution of Disputes

If a student, group leader or agent decides to complain about any aspect of the Rennert Teens Programs, such complaint must be initially made to a Rennert staff on site. Unless there is a valid reason why this is not possible, we will not consider ourselves liable for any complaint not made at the time. In the event that the matter is not resolved, the client or his agent should make an immediate complaint in writing to Rennert's main office in New York. Such complaints will be investigated in full and subject to an appropriate refund (if any) provided that all invoices relating to the participant is settled in full and the complaint is received within one month of the end of the program. Any legal disputes or unresolved disputes that have completed the above-described procedure will be settled in a New York State court in accordance with the laws of the State of New York State and the United States of America.

## QUESTIONS?

Contact us at:  
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