

Terms and Conditions

General: Life USA Orlando may be referred to as the School in this and all other supporting documents. The fees, terms, and conditions of admission apply to all English courses starting in 2018 and are valid until further notice. Only this English version of the Terms and Conditions is legally binding. 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 state of Florida.

Rules and Regulations

School rules and regulations are communicated and posted to maintain high quality standards and a professional academic environment. Accepting and complying with these rules and regulations, as well as with all applicable state and federal laws, are contractual obligations on the part of the student. Failure to comply with any of these rules may result in the student's expulsion from the School, termination from the program, and/or withholding of course certificates.

Admissions

Life USA Orlando's English programs are specifically designed for non-native English speakers. Applicants are required to complete an English placement test administered by the School's staff before being granted admission to the program. Applicants may not enroll in a course that is a lower level than their current level of English proficiency as determined by the placement test. Applicants must complete and sign the Application Form and provide applicable payment. An applicant must be at least 18 years of age to be accepted.

Payments

Payments may be made by bank transfer, cash, check, or credit card and must be received in full, in advance prior to the course start date. Payment must include all bank transfer charges, including intermediary bank charges. For recurring payments, in the case of default, the student will pay a one-time overdue fee of \$25.00 after 5 calendar days. All bookings include a registration fee, academic fee, and other non-refundable charges.

Cancellation Policy

A member may cancel his/her membership at any time with 30 days notice (monthly plan) or 15 days notice (weekly plan). Cancellation must be done in writing and submitted before the following due date via email to: contact@lifeusaorlando.com. Partial months are not permitted. An application requesting cancellation more than three (3) days after executing the enrollment agreement and making an initial payment, but before the first day of school is entitled to a refund of all monies paid, less the enrollment fee and 15% of the monthly fee of the administrative cost of Life Institute USA.

Refunds and Cancellation fees

Written notification of cancellation must be submitted in order to process refunds. Cancellations will be calculated based on the date of receipt of written notification. Refunds will only be made to the original payee. Should Life USA Orlando cancel a program after a student's booking confirmation, the School will refund all monies already paid by the student. In the event that a refund is due, prorated refunds will be calculated on a weekly basis. When determining the number of weeks, a partial week is considered the same as a whole week, provided the student was present at least one day during the scheduled week.

Cancellation Prior to Start/No Show

If a student cancels prior to the start date or is a no show, the School will refund all monies except the costs incurred for registration fees, housing fees, courier fees, bank transfer fees, and cancellation of travel insurance. These fees are non-refundable. Refunds will be made within 45 days of the first scheduled day of class. A written request must be made of the course cancellation.

Missed Classes

Life USA Orlando publishes a yearly academic program calendar which includes the start and end dates of all academic terms as well as a list of official program holidays, breaks, and vacation periods. No refunds or substitutions will be made for classes missed due to illness, excursions, travel, or other obligations that fall outside the normal schedule. Classes are normally not held 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.

Replacement Classes and Attendance

All students must maintain a minimum of 80% attendance. If a student is 10 minutes late for a class, he or she will be counted as late. If a student leaves more than 10 minutes early, he or she will be marked as early departure. A total of 4 lateness/early departures count as 1 absence. Life USA Orlando will not replace missed classes. A class missed is a class lost.

Substitution policy

If the placement test is taken upon arrival at the school (and not prior) and the 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. Students who do not have the ability to follow any course on offer may be required to terminate their studies. We also reserve the right to cancel and/or adjust courses at short notice due to insufficient demand.

Program Changes

Life USA Orlando reserves the right to change course dates and times, course curriculum, tutors, instructors, and programs at any time at its discretion. However, in cases where the course is rescheduled prior to the start of the course at a date that is unacceptable to the student, all fees will be refunded.

Prices

The School reserves the right to change prices due to tax increases, governmental actions or other events beyond Life USA Orlando's control. Prices are valid for courses starting in 2018.

Books and learning materials

All books and learning materials will be made available to students during their course. Students are required to pay an academic fee every term for the cost of learning materials.

Assessment of Academic Progress

In order to maintain good academic standing, all students must participate in both formal and informal course assessment activities administered during the term. Students who achieve a passing written score, demonstrate acceptable improvement in oral proficiency, and have successfully achieved the stated student learning outcomes will receive a passing grade. All students receive an official report card at the end of each completed academic term. Voluntary repetition of a passed course may be permitted within the maximum period of eligibility and is reviewed on an individual basis. Students who fail to achieve a passing score will be considered to have not made satisfactory progress and must repeat the course during the next term while on academic probation. Students who fail to make satisfactory progress for two consecutive academic quarters will be disenrolled and not permitted further enrollment in any Life USA program.

Expulsion/Suspension

Any student who commits a criminal offense, violates the student conduct code or school policy, fails to pay an amount he or she is directly or indirectly liable to pay the School, has a consistently poor attendance record, or is absent for 5 consecutive days without notification may be expelled or suspended without refund.

Student Code of Conduct

Students must agree to abide by the student conduct rules and other policies while attending Life USA Orlando. As part of the School'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 School property or the property of fellow classmates; (3) violence or threats of violence towards persons or property of students or Life USA Orlando's 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.

Liability

Life USA Orlando will not be liable in cases where the School is unable to fulfill any services to which they are contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labor disputes, or other reasons, which are beyond Life USA Orlando's control.

Field Trips and Activities

Off-site field trips and activities may be offered to students as an optional supplement to the course. Participation is optional and voluntary. Any student wishing to participate in school-sponsored field trips and activities must first complete a Waiver of Liability form. Students may be charged fees to participate or be responsible for covering activity related expenses.

Photography, Filming and Sound Recording

Life USA Orlando, 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, their unwillingness 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 notifications.

It is further understood and agreed that this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without the written agreement of the student and the School official. I also understand that if I default upon this agreement I will be responsible for payment of any collection fees or attorney fees incurred by LIFE INSTITUTE USA LLC.