

1. General conditions of enrolment applicable to all (ELC and SELC) students

- 1.1 'ELC' refers to 'English Language Company, Australia, Pty Ltd' and 'SELC' refers to 'SELC Career College Pty Ltd'.
- 1.2 **Compliance:** ELC and SELC are compliant with the Education Services for Overseas Students (ESOS) Legislative Framework. Please refer to <https://bit.ly/ESOSLF> to learn how the Australian Government ensures quality in education providers and protects international students. SELC is compliant with the Standards for Registered Training Organisations (RTOs) 2015 (<https://www.legislation.gov.au/Details/F2019C00503>) set out by the Australian Government to provide quality training and assessment to international students. Students will receive an AQF certification upon successful completion of their vocational course(s) at SELC.
- 1.3 **Payment & confirmed enrolments:** When enrolling at ELC and/or SELC, you will receive a Letter of Acceptance listing the fees owed and stating payment due dates. A confirmed place at ELC and/or SELC will be secured after all relevant fees have been received as outlined in this Letter of Acceptance.
- 1.4 **Education agent:** If you have nominated an authorised agent, ELC and SELC will honour the agreement with that agent until the completion of your enrolment.
- 1.5 **Public holidays:** ELC and SELC observe NSW public holidays and compensation will not be offered on these days. Refer to ELC and SELC's enrolment form for details.
- 1.6 **Missed classes:** If you miss classes for personal reasons, including illness, no financial compensation or make up classes will be offered.
- 1.7 **Code of conduct:** You must behave appropriately at all times within ELC/ SELC premises, in class, at ELC/SELC-organised events and at ELC/ SELC-arranged accommodation. This includes not wilfully damaging ELC/SELC property or that of accommodation providers, showing respect for all students and staff and not using discriminatory behaviour or language in regard to nationality, race, sexual orientation, gender identity or religion. When using social media, you hereby agree not to post inaccurate information, information that infringes on the privacy of ELC/SELC staff or students, or use inappropriate language in relation to ELC/SELC. Failure to do so may lead to expulsion and cancellation of your program without refund.
- 1.8 **Communication:** You agree that ELC and/or SELC communicate with you via phone, e-mail, SMS and social media platforms.
- 1.9 **Use of images and videos:** Photographs, videos and testimonials provided by you and/or taken by ELC or SELC may be used for marketing and promotion purposes.
- 1.10 **Personal information:** Information is collected at the time of application and during your enrolment in order to: meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
- 1.11 **Copyright and intellectual property:** You agree not to use ELC's and/or SELC's copyrighted material, trademarks, trade names, or other designations in any promotion or publication without ELC's or SELC's prior written consent.
- 1.12 **Possible changes:** ELC and SELC retain the right to alter course timetables, course content, delivery method and class locations or Terms and Conditions at any time without notice. ELC and SELC reserve the right to change their fees and conditions reasonably in accordance with changes in the current economic and/or legal regulatory environment. In the event that a training product (Australian Qualifications Framework (AQF) qualification, skill set, unit of competency, accredited short course or module) on the scope of registration is superseded, SELC reserves the right to amend or remove a training product as required by the National Register on Vocational Education and Training (VET). Where a training product is superseded students will transition to the latest training product within the allowable timeframes. Where a skill set, unit, course or module (not attached to a qualification) is removed or deleted, SELC will ensure that all training, assessment and issuance of certification is completed within one year of the date the skill set, unit or module was removed or deleted.
- 1.13 **Your rights:** This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. Please review our complaints and appeals processes in your student handbook: ELC Student handbooks: <http://bit.ly/dayhandbook> ; <http://bit.ly/eveninghandbook> ; SELC Student handbook: <https://selceducation.com/australia/Student-Handbook/>

2. Conditions applicable to students enrolling into an English language program at ELC

2.1 Weekly hours delivered face-to-face:

<p>Intensive General English (Day)</p> <p>15hrs GENERAL ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs ENGLISH EXTRAS</p>	<p>Cambridge Exam Preparation (Day)</p> <p>15hrs CAMBRIDGE EXAM PREP. + 5hrs SPECIAL FOCUS MODULE + 5hrs ENGLISH EXTRAS</p>
<p>Intensive General English (Evening)</p> <p>18hrs GENERAL ENGLISH + 2hrs EVENING FOCUS</p>	<p>Cambridge Exam Preparation (Evening)</p> <p>20hrs CAMBRIDGE EXAM PREPARATION</p>
<p>Semi-Intensive General English (Day)</p> <p>15hrs GENERAL ENGLISH</p>	<p>IELTS Exam Preparation (Evening)</p> <p>20hrs IELTS EXAM PREPARATION</p>
<p>Premium English (Day)</p> <p>15hrs GENERAL ENGLISH + 5hrs ONE-TO-ONE LESSONS + 5hrs ENGLISH EXTRAS</p>	<p>Intensive English for Academic Purposes (Day)</p> <p>15hrs ACADEMIC ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs ENGLISH EXTRAS</p>
<p>General + Business English (Day)</p> <p>15hrs GENERAL ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs BUSINESS ENGLISH</p>	<p>Intensive English for Academic Purposes (Evening)</p> <p>20hrs ACADEMIC ENGLISH</p>
<p>Premium English for Business (Day)</p> <p>15hrs GENERAL ENGLISH + 5hrs ONE-TO-ONE LESSONS + 5hrs BUSINESS ENGLISH</p>	<p>Premium English for Academic Purposes (Day)</p> <p>15hrs ACADEMIC ENGLISH + 5hrs SPECIAL FOCUS MODULE + 5hrs ONE-TO-ONE LESSONS</p>

Conditions of enrolment (continued)

- 2.2 **Entry requirements:** General + Business English, English for Academic Purposes, Cambridge Exam Preparation and IELTS Exam Preparation courses require a minimum level of English. You should show evidence of your level upon enrolment or complete the ELC pre-course test. ELC retains the right to transfer your enrolment to a different course if your level of English is unsuitable for the course in which you have enrolled.
- 2.3 **Premium courses:** A minimum of 4 weeks' notice is required for ELC to organise a Premium course.
- 2.4 **Private lessons:** Stand-alone private lessons are not part of ELC's regular offer. Where ELC is able to accommodate a particular student's request for private lessons, these will be offered at the rate of \$125 per hour. Note that fees paid towards an enrolment into any of our programs cannot be transferred onto stand-alone private lessons.
- 2.5 **Course transfers:** After the start of your program at ELC, you may choose to transfer onto a different course. You may do so provided that you meet the minimum level required and as soon as there is availability in that course at your level. No transfer fees apply but you will need to pay an upgrade fee if you choose to transfer onto a more expensive course. This upgrade fee cannot be paid by shortening your enrolment. If you choose to transfer onto a cheaper course, there will be no refund or course extension to make up for the weekly price difference.
- 2.6 **IELTS Exam:** The IELTS Exam fee is not included in any program fees. It is payable directly to your chosen test centre after your arrival in Sydney. The IELTS exam fee in Sydney is \$355 as at September 2020. Please refer to www.ielts.org for more details or to book your test.
- 2.7 **Materials Fees:** The materials fee is \$15 per week (with a minimum of \$90 and a maximum of \$360). In case of re-enrolment, additional materials fees will apply, regardless of the initial enrolment length. Refer to ELC's Materials Policy: <https://bit.ly/3qWzkSx>
- 2.8 **Christmas holidays:** ELC will be closed for one week during the Christmas/New Year period and classes will not be offered during this time. Note that for enrolments going over the Christmas period, no fees will be due for that week. Refer to ELC's enrolment form or dates & fees document for details.
- 2.9 **Instalments:** Payment by instalments is subject to approval by ELC. Contact ELC to enquire about an instalment plan. If an instalment plan is agreed upon, you must complete payments on the due dates stated on your invoice. Students who fail to pay by their due dates will have their CoE and course cancelled due to non-payment.
- 2.10 **Student Handbook:** You may access our student handbook from the following links for more information on ELC's procedures and policies. <http://bit.ly/dayhandbook> ; <http://bit.ly/eveninghandbook>
- language courses. However this does not include a student's enrolment into vocational courses at SELC or services (including but not limited to airport transfer, accommodation and work programs). Please refer to the relevant sections of our Terms and Conditions.
- For cancellation of your English language program, the following terms and conditions apply to your English language course fees:
- 2.11 For program cancellations more than 28 days prior to the start of your program, ELC will retain \$250. The remainder of the pre-paid course fees will be refunded.
- 2.12 For program cancellations less than 28 days prior to the start of your program, ELC will retain \$250 in addition to 25% of the tuition fee. The remainder of the pre-paid course fees will be refunded.
- 2.13 For program cancellations due to a visa refusal, ELC will retain \$250 only. If the visa is refused due to fraudulent documents being provided to support the application, ELC will retain \$500. The remainder of the pre-paid course fees will be refunded.
- 2.14 For program cancellations on or after the date of commencement, there will be no refund.
- 2.15 For requests to shorten a course, the above cancellation policy will apply to the portion of the course cancelled.
- 2.16 You may transfer to another provider within the first six months of your principal course only if ELC is unable to deliver the course in which you enrolled (and a suitable alternative course cannot be offered); ELC is unable to deliver a course at a suitable level; a Government sponsor considers that the transfer is in your best interests; or, you have been granted a release letter from ELC.
- 2.17 A release may be granted by ELC only in limited specific circumstances, such as failure to meet academic progress requirements for a pathway program (conditions apply), or under compelling or compassionate circumstances (for which evidence can be provided). Refer to ELC's policy on transferring between education providers: <https://bit.ly/3meROVR>
- 2.18 Where a student is granted approval for release to study at another provider prior to completing six months' study of the principal course, no refund will be given.
- Please, note that:**
- 2.19 If you defer your program and later cancel it prior to your new start date, the cancellation policy will apply from your original course start date, not your deferred start date. This is relevant as it determines whether points 2.11, 2.12 or 2.14 applies to your potential refund.
- 2.20 Refunds will be processed within four weeks of receipt of completed refund request form. If you enrolled through an education agent, the fees will be refunded to that agent. If you paid with credit card, refunds will be made to the same account.
- 2.21 Program fees are not transferable to another person or institution.
- 2.22 In the unlikely event that ELC cancels a course before its commencement and is unable to offer you a suitable alternative course, you will receive a full refund within 2 weeks of the agreed course start date.

ELC cancellation, transfer and refund policy

The following terms only apply to ELC's English language course fees, i.e. ELC's enrolment fee, Tuition fee, Materials fee and Exam fee. Additional cancellation policies apply for cancellation of a vocational program at SELC or services such as accommodation. Refer to sections 3 and 5 for details.

The term "program" used in this document refers to a student's entire enrolment at ELC and can encompass a combination of several English

3. Conditions applicable to students enrolling into a vocational program at SELC

- 3.1 **Weekly hours:** All SELC vocational courses are scheduled 20 hours per week and comply with the requirements for student visa applicants.
- 3.2 **Minimum age:** You must be 18 years of age or older at the start of your vocational course. (NB: for package enrolments, students may start their English course before the age of 18).
- 3.3 **Academic entry requirements:** You must have completed Year 12 or equivalent and provide evidence of this (translated to English) with your application.
- 3.4 **English language entry requirements:** You must provide evidence that you meet SELC's English language entry requirements prior to course commencement. English level evidence may take the form of an IELTS test result at 5.5 or above, an English course completion certificate at upper intermediate level or above (from an approved SELC direct entry partner school) or completion of the ELC/SELC English test with a test result at upper intermediate level or above. If you cannot demonstrate the required English level, SELC reserves the right to defer your start date until the next available course intake. You may enrol into one of English Language Company's English programs (at additional cost) or enrol with another ELICOS provider. It is your responsibility to check with the Department of Home Affairs (DHA) for possible implications to your visa.
- 3.5 **Additional entry requirements for Advanced Diploma of Program Management applicants:** You must have completed the Diploma of Program Management or provide evidence of 2 years' work experience in the field of project/program management to be eligible for the course.
- 3.6 **Student Handbook:** You are expected to read the latest version of the student handbook and comply with the most up to date procedures and policies: <https://selceducation.com/australia/Student-Handbook/> If you have any questions, please contact SELC for further information, before proceeding with your enrolment.
- 3.7 **Personal information:** Under the Data Provision Requirements 2012, SELC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). For more information about NCVER's Privacy Policy please refer to <https://www.ncver.edu.au/privacy>
- 3.8 **Unique Student Identifier:** Students are required to apply for a Unique Student Identifier (USI) and share this number with the SELC administration team. Students without a verified USI are not permitted to receive a certificate or statement of attainment for their qualification.
- 3.9 **Orientation:** Orientation is mandatory and the date is normally one week prior to course commencement.

Conditions of enrolment (continued)

SELC Payment Conditions

- 3.10 **Initial payment:** The enrolment fee, materials fee and first tuition instalment are payable in full a minimum of 2 weeks prior to course commencement in order to obtain a CoE. Students with outstanding tuition fees will not be permitted to attend class, unless a payment plan has been arranged with SELC.
- 3.11 **Term fees:** The tuition fee for each subsequent term is payable 2 weeks prior to term commencement. Students with outstanding tuition fees will not be permitted to attend class, unless a payment plan has been arranged with SELC.
- 3.12 **Instalments:** Payment by instalments is subject to approval by SELC. If an instalment plan is agreed upon, you must complete payments on the due dates stated in your plan. Failure to pay on the agreed due date may incur a late fee. Non-payment will result in course cancellation and SELC will report you to DHA for non-payment of fees.

SELC Cancellation, transfer, deferral and refund policy

The following terms only apply to SELC's vocational courses' fees, i.e. SELC's Enrolment fee, Tuition fee and Materials fee. Additional cancellation policies apply for cancellation of an English language program at ELC or services such as accommodation. Refer to sections 2 and 5 for details.

For cancellation of your vocational program before course commencement, the following terms and conditions apply:

- 3.13 For program cancellations more than 28 days prior to your start date, SELC will retain \$250. The remainder of your pre-paid course fees will be refunded.
- 3.14 For program cancellations less than 28 days prior to your start date, SELC will retain \$500. The remainder of your pre-paid course fees will be refunded.
- 3.15 For program cancellations due to visa rejection prior to course commencement, SELC will retain \$250. The remainder of your pre-paid course fees will be refunded. SELC requires a copy of your visa refusal letter issued by DHA. In case of visa refusal due to fraudulent documents being provided to support the application, SELC will retain \$500.
- 3.16 For program cancellations on or after your start date, pre-paid course fees are not refundable.
- 3.17 If you change the start date of your enrolment, the cancellation policy will apply from your original start date, not the new start date.
- 3.18 For cancellation of a packaged enrolment between ELC and SELC, the applicable ELC (English language course) cancellation fee will apply. All pre-paid course fees for SELC (vocational course) will be refunded.

For cancellation of your vocational program after course commencement, the following terms and conditions apply:

- 3.19 For program cancellations after the term has started there will be no refund of pre-paid fees and you will remain liable for any outstanding tuition fees for the term.
- 3.20 If your visa application is refused after commencement of your course, any remaining unspent tuition fees are refundable from the official visa rejection date minus \$250. SELC requires a copy of your visa refusal letter issued by DHA. In case of visa refusal due to fraudulent documents being provided to support the application, SELC will retain \$500.

For deferral/suspension of your vocational program, the following terms and conditions apply:

- 3.21 SELC will only allow students to defer (delay the commencement of their studies) or suspend (take a break during the course), if there

are compassionate or compelling circumstances. If your deferral or suspension of studies request is granted you will need to check with DHA the implications that deferring, suspending or cancelling your studies may have on your visa. Refer to SELC's fees list for details of our course amendment fee. Deferral/suspension requests must be submitted at least 2 weeks prior to the term start date.

- 3.22 If you request to defer your course less than 2 weeks prior to your course start date or after the term has started you will remain liable for the full term's tuition fees.

For transfer between SELC courses and/or timetables, the following terms and conditions apply:

- 3.23 After the start of your program at SELC, you may choose to transfer onto a different course and/or timetable. Transfer requests will not be considered mid-term but may be considered between terms provided that you meet the entry requirements and that there is availability in the requested course and/or timetable. A course amendment fee may apply. If the course and/or timetable you are transferring to is more expensive, you will need to pay the difference in tuition rate. If the course and/or timetable you are transferring to is cheaper, there will be no refund of pre-paid fees. For remaining instalments, your payment plans will be adjusted accordingly.

For transfer between education providers, the following terms and conditions apply:

- 3.24 Students must complete a minimum of 6 months of their principal course (highest level qualification in enrolment) as stated in their Letter of Acceptance before they can apply to transfer to another provider.
- 3.25 Students may transfer to another provider earlier (i.e. before completing 6 months of their principal course) only if: SELC is unable to deliver the course in which they enrolled; SELC has had a sanction placed on it; a Government sponsor believes the transfer is in the student's best interests or the student has been granted a release letter from SELC.
- 3.26 A release letter will be granted by SELC only in limited specific situations with compelling and compassionate circumstances. Refer to SELC's policy on transferring between education providers for details: <https://selceducation.com/australia/Student-Release-Transfer-Policy/>
- 3.27 No transfer request will be considered if you have outstanding tuition fees.
- 3.28 If you have been granted approval for release to study at another provider prior to completing 6 months' study of your principal course, there will be no refund.

Please, note that:

- 3.29 Refunds will be processed within four weeks of receipt of the completed refund request form. If you enrolled through an education agent, the fees will be refunded to that agent. If you paid with credit card, refunds will be made to the same account.
- 3.30 Program fees are not transferable to another person or institution.
- 3.31 No refunds will be made for classes missed due to exams, excursions, internships or other obligations, that fall outside the normal schedule of classes.
- 3.32 In the unlikely event that SELC is unable to offer the course you enrolled in, and is unable to offer you a suitable alternative course, you will receive a full refund within 2 weeks of the agreed course start date.
- 3.33 In the unlikely event that SELC fails to enter into a written agreement with a student, or the agreement is not compliant with the requirements of the ESOS Act and the ESOS National Code, the same refund policy will be applied as provider default. Refer to term 3.32.

4. Conditions applicable to student visa applicants

- 4.1 **Contact details & residential address:** You must notify ELC/SELC of your contact details and residential address on arrival and throughout your time at the college. You must notify ELC/SELC of any changes to contact details or residential address within 7 days.
- 4.2 **Dependents:** If you are bringing school-aged children to Australia with you as dependents, you should know that your children will be obliged to attend school whilst in Australia and that school fees may be incurred for this.
- 4.3 **Tuition Protection Service:** Provision has been made to protect payments received in advance by student visa applicants as stated under the conditions of the Tuition Protection Service (TPS). All course fees

will be deposited into the ELC or SELC Student Fees Account. When the student commences their course, ELC/SELC will withdraw these funds from the Student Fees Account. In the unlikely event that ELC/SELC is unable to deliver a course that you have paid for and is unable to offer you an alternative suitable course or to pay you a refund on the unspent portion of your pre-paid tuition fees, the Australia Tuition Protection Service (TPS) will assist you in finding an alternative course or receiving a refund if an alternative is not found. For details, please refer to <https://tps.gov.au>.

- 4.4 **Attendance & course progress:** You are required to maintain satisfactory attendance and academic progress. ELC students must attend at least 80% of their course and maintain satisfactory academic progress. SELC

Conditions of enrolment (continued)

students must meet the requirements of the Course Progress Policy for each term. ELC/SELCE are obliged to notify DHA if you do not meet the requirements for the course you are enrolled in. Students will be provided with intervention and the opportunity to appeal. Refer to ELC/SELCE policies on attendance and course progress for details from your student handbook: ELC Student handbooks: <http://bit.ly/dayhandbook>; <http://bit.ly/eveninghandbook>; SELCE Student handbook: <https://selceducation.com/australia/Student-Handbook/>.

- 4.5 **Overseas Student Health Cover (OSHC):** You must have OSHC for the whole duration of your student visa. ELC/SELCE can organise your OSHC. ELC/SELCE will automatically arrange for your OSHC cover to start one week prior to your course commencement. If you require your cover to

start earlier than this, please advise ELC/SELCE. It is your responsibility to read and check conditions of this health cover. It is strongly advised that all students arrange travel insurance against loss, damage, theft, etc., prior to travelling to Australia.

- 4.6 **Privacy Information for OSHC members:** You consent to any information gathered by ELC/SELCE about you, being made available to Allianz, your health insurer, for the purposes of Allianz communicating with you, managing Overseas Students Health Cover membership and for related purposes outlined in your insurer's Privacy Policy. Allianz will collect, use and disclose your personal information in line with Allianz's Privacy Policy which is available online at <https://www.allianzcare.com.au>.

5. Conditions applicable to applicants requesting additional services

Social Activities

- 5.1 Many of ELC's social activities take place outside of ELC/SELCE premises. In choosing to join, students take responsibility for their own actions and possible loss, accident, delay or expense, bodily injury or death which they may cause or suffer in connection with or resulting from attendance or participation in any of ELC's or SELCE's sporting, recreational and cultural activities.

Work programs

- 5.2 **Minimum level:** Each of ELC's work programs requires a minimum level of English. You should show evidence of your level upon enrolment or complete the ELC pre-course test. ELC retains the right to cancel or postpone your work program if your level of English is unsuitable for the program you have booked (refer to ELC's Work Program manual for details).
- 5.3 **Work and Travel Program:** Membership cancellations must be received 28 days prior to your start date. For cancellations received with less than 28 days notice, there will be no refund.
- 5.4 **Professional Internship:** You must meet all requirements of this program - please refer to Australian Internship's application form for details. The \$500 application fee (deposit) is non-refundable. For cancellations prior to commencement of the placement process (i.e. confirmed interview with a Host Company), 100% of the internship program fee will be refunded. For cancellations after commencement of the placement process (i.e. confirmed interview with a Host Company) but before signing the Training Agreement, 75% of the internship program fee will be refunded. For cancellations after signing the Training Agreement or after the internship start date, there will be no refund.
- 5.5 **Au pair program:** You must meet all requirements of this program - please refer to ELC's au pair handbook and application form for details. For cancellations received with less than 28 days notice from the program start date, there will be no refund.

Airport pick up

- 5.6 **Cancellations:** In case of no-show or cancellation less than 48hrs before your scheduled flight arrival time, 30% of the paid airport transfer fee will be refunded.
- 5.7 **Arrival on public holidays:** On the following public holidays the airport transfer service will incur a 50% surcharge: Christmas Day, Boxing Day, New Year's Day, Easter Sunday and Easter Monday.
- 5.8 **Airport pick-up for 2:** For any 2 students (friends or couple) who arrive via the same flight and who have booked to stay together at the same accommodation option, one airport pick-up fee of \$220 will apply.

Accommodation policies (all accommodation options)

- 5.9 **Accommodation placement fee:** An accommodation placement fee applies to all accommodation bookings and is non-refundable. Please refer to ELC's current dates and fees document for details.
- 5.10 **Payment:** Payment for accommodation bookings must be received a minimum of 8 weeks prior to your arrival, or as per your invoice due date.
- 5.11 **Cancellation before arrival:** 2 weeks' notice is required to defer your arrival or cancel your booking for Homestay. 4 weeks' notice is required for ELC Premium Apartment, Student Home, Ultimo Terraces, Link2 and CozzyStay bookings. If you give less notice than required, the equivalent amount will be deducted from any refund owing. Please note that, in cases of deferral of arrival date, later departure dates are not always possible (based on vacancy). **A \$100 administration fee applies for all cancellations.**
- 5.12 **Cancellation on or after arrival:** Shortening accommodation bookings on or after arrival requires 2 weeks' notice or 2 weeks' rent will be

deducted from any refund owing for Homestay. For information on this policy for the ELC Premium Apartment, Student Home, Ultimo Terraces, Link2 or CozzyStay, please refer to items 5.34, 5.39, 5.46, 5.52.

A \$100 administration fee applies.

- 5.13 **Accommodation changes:** All ELC/SELCE accommodation options are organised through distinct accommodation providers. Set cancellation policies apply for each. If you decide to cancel one accommodation option to book an alternative one less than 4 weeks prior to your arrival or after your arrival, the respective cancellation policies will apply.
- 5.14 **Multiple accommodation bookings:** An additional \$100 administration fee applies if you book 2 accommodation options.
- 5.15 **Flight details:** Flight arrival details are required for bookings into all ELC/SELCE accommodation options.
- 5.16 **Arrival and departure dates:** A weekend arrival and a weekend departure are essential for Homestay bookings and preferable for all other accommodation bookings.
- 5.17 **Extra nights:** All prices are weekly prices (for 7 nights). Extra nights can be arranged at all ELC/SELCE accommodation options. An extra night in Homestay is \$55. For all other accommodation options, the extra nights are invoiced at a pro rata of the weekly price.
- 5.18 **Twin rooms:** With the exception of Homestay, twin rooms can be booked by two friends or individually. Specify at the time of booking. Individual bookings will be allocated together with another client of the same gender.
- 5.19 **Smoking:** Smoking is not permitted in any of the ELC/SELCE accommodation options.
- 5.20 **Under 18s:** Students have to be over 18 years of age to stay at the ELC Premium Apartment, Student Home, Ultimo Terraces, Link2 or CozzyStay. Students under 18 years may stay on their own with a Homestay family (special arrangements apply).
- 5.21 **Validity dates:** The 2021 rates are only guaranteed for nights until 31/12/2021 inclusive for all accommodation options.
- 5.22 **Unforeseeable circumstances:** In the event of unforeseeable circumstances leading to an accommodation option becoming unavailable, ELC/SELCE will arrange an equivalent alternative.
- 5.23 **Arrivals on public holidays:** Most accommodation options do not accept arrivals on a public holiday, in particular on the 25th December and 31st December. Please contact ELC/SELCE.

Additional accommodation policies for Homestay

- 5.24 **Homestay requirements:** Answers to the Homestay requirements questions are essential before we can arrange your Homestay placement. ELC/SELCE will fulfill the Homestay requirements.
- 5.25 **Homestay preferences:** Answers to the Homestay preferences questions will be taken into account as much as possible when finalising your Homestay placement. ELC/SELCE does not commit to fulfilling all requests.
- 5.26 **Homestay arrangements:** Minimum 2 weeks' notice is required to arrange Homestay accommodation. The Homestay profile will only be sent to you 2-4 weeks prior to your arrival and only after receipt of your flight details.
- 5.27 **Twinshare:** Twinshare at homestay must be booked by a couple or two friends travelling together.
- 5.28 **Internet:** Internet can be requested. It is \$10 per week payable directly to the family.
- 5.29 **Special rates:** For special requests such as Homestay with private bathroom, VIP Homestay, or special dietary requirements, please contact ELC/SELCE.

Conditions of enrolment (continued)

- 5.30 **Christmas surcharge:** A Christmas surcharge of \$110 applies for stays with a Homestay family over the Christmas/New Year period (24/12/2021-02/01/2022).
- 5.31 **Under 18s:** Single room for under 18s is \$350pw; twin room for under 18s is \$330pw pp; the guardian fee for under 18s is \$75pw.
- 5.32 **Check-in & check-out:** Your Homestay family will have your flight details and you should move in with them within 3hrs of your flight arrival time, including if in the early morning or late evening. Please, leave your Homestay by 11am on your departure day.

Additional accommodation policies for the ELC Premium Apartment

Offer to be confirmed for 2021

Additional accommodation policies for Student Home

- 5.33 **Minimum stay:** There is a minimum stay of 2 weeks. However, an additional \$50 administration fee (short booking fee) applies for bookings of 14-26 nights (under 4 weeks).
- 5.34 **Cancellation & early departure:** 4 weeks' notice is required for any changes to your booking both before or after your arrival.
- 5.35 **Resident's agreement:** Upon arrival, you will need to sign the Student Home resident's agreement (contact ELC/SELC to view a copy). Non-compliance with the rules may result in eviction. In cases of eviction, no refund is given.
- 5.36 **Triple room:** Student Home features 1 triple room. The weekly fee per person is the same as for twin rooms. ELC/SELC will advise you at the time of enrolment if only a bed in a triple room is available for your requested dates of stay. However we reserve the right to change a booking for a bed in a twin room into a bed in a triple room in case of unexpected changes.
- 5.37 **Check-in & check-out:** You can move into your room from 10am onwards on your arrival day. Please vacate your room by 9am on your departure day.

Additional accommodation policies for Ultimo Terraces

- 5.38 **Minimum stay:** There is a minimum stay of 4 weeks. No bookings of less than 27 days will be accepted.
- 5.39 **Cancellation & early departure:** 4 weeks' notice is required for any changes to your booking both before or after your arrival.
- 5.40 **Bond:** A credit card imprint will be required when you move in as security. A charge of a \$500 bond will only be made in cases of damage to the property.
- 5.41 **Resident's agreement:** Upon arrival, you will need to sign the Ultimo Terraces resident's agreement (contact ELC/SELC to view a copy). Non-compliance with the rules may result in eviction. In cases of eviction, no refund is given.
- 5.42 **Girls-only house:** Female students can request to stay at the girls-only house.
- 5.43 **Triple room:** Contact ELC/SELC for more information.
- 5.44 **Check-in & check-out:** You can move into your room from 12pm midday onwards on your arrival day. Please vacate your room by 9am on your departure day.

6. Other

Indemnity and release: I agree to release, indemnify and keep indemnified, English Language Company Pty Ltd (ELC), SELC Australia Pty Ltd (SELC) and their officers, employees, agents, contractors or subcontractors in respect of any and all liabilities, actions, suits, demands, claims, costs, damages, expenses and/or losses arising out of, or in connection with:

- (a) any accident, delay, damage to any property, illness, injury or death caused, contributed, or suffered, by me in connection with or resulting from my enrolment, attendance or participation in any of ELC or SELC's programs, activities, and accommodation or transportation arrangements; and
- (b) any breach by me of these Terms and Conditions.

Force majeure: ELC and SELC do not accept responsibility or liability for changes to or cancellations of your enrolment in the event or threat of war, terrorism or threat of terrorism, fire, sickness, extreme weather, acts of government or local authority, acts of nature, or other events or circumstances which amount to a "force majeure" and which are beyond the control of ELC and/or SELC.

I agree that the law of the State of New South Wales in the Commonwealth of Australia shall apply to this agreement.

Additional accommodation policies for Link2

- 5.45 **Minimum stay:** There is a minimum stay of 2 weeks. However, an additional \$50 administration fee (short booking fee) applies for bookings of 14-27 nights (under 4 weeks).
- 5.46 **Cancellation before arrival:** Cancellations advised between 28-21 days of the planned arrival date will incur a 2-week cancellation fee. Cancellations advised between 20-14 days of planned arrival date will incur a 3-week cancellation fee. Cancellations advised less than 14 days prior to planned arrival date will incur a 4-week cancellation fee.
- 5.47 **Early departure:** An early departure fee equal to 1 week's total rent will be charged for early departures (prior to booked departure date) between 15 January and 15 November. An early departure fee equal to 2 weeks' rent will be charged for early departures between 16 November and 14 January. This fee will be collected along with the remaining rent upon notification of revised departure date.
- 5.48 **Bond:** A credit card imprint will be required when you move in as security for a value of 4 weeks' rent (i.e. the exact amount depends on the room type). A charge will only be made in cases of damage to the property.
- 5.49 **Resident's agreement:** Upon arrival, you will need to sign the Link2 Resident Agreement (contact ELC/SELC to view a copy). Non-compliance with the rules may result in eviction. In cases of eviction, no refund is given.
- 5.50 **Check-in & check-out:** You can move into your room from 12pm midday onwards on your arrival day. Please vacate your room by 9am on your departure day.

Additional accommodation policies for CozyStay

- 5.51 **Minimum stay:** There is a minimum stay of 4 weeks.
- 5.52 **Cancellation:** Minimum 4 weeks' notice is required for any changes to your booking before arrival.
- 5.53 **Early departure:** The first 4 weeks are non-refundable. After this period, 2 weeks' notice applies for early departure.
- 5.54 **Bond:** Students reserving this service from outside Australia are not required to pay any bond or key deposit.
- 5.55 **Resident's agreement:** Upon arrival, you will need to sign the CozyStay house rules (contact ELC/SELC to view a copy). Non-compliance with the rules may result in eviction. In cases of eviction, no refund is given.
- 5.56 **Linen and blanket:** Bed linen and a pillow are provided as part of your weekly accommodation fee, but this does not include a doona or blanket. Please indicate whether you would like to purchase a blanket for an extra \$40 (payable upon arrival).
- 5.57 **Cleaning duties:** You will be required to share the cleaning duties according to a set roster. Non-compliance may lead to eviction.
- 5.58 **Off-shore application only:** CozyStay can only be booked by students who are overseas and as a first accommodation option upon landing in Sydney.
- 5.59 **Airport pick-up:** All CozyStay bookings require the additional purchase of the airport pick-up service to satisfy the accommodation's arrival procedure.
- 5.60 **Check-in & check-out:** You can move into your room from 3pm onwards on your arrival day. Please vacate your room by 10am on your departure day.