



Dear Partner,

Due to the guidance and restrictions imposed by the relevant authorities we are being prevented from providing courses at many of our schools for the time being:

EC Malta, EC Dublin, EC Montreal, EC Toronto, EC Vancouver, EC Boston, EC New York, EC San Francisco, EC San Diego, EC Los Angeles, EC Miami, EC Washington, EC Cape Town, EC London, EC Oxford, EC Cambridge, EC Brighton, EC Bristol, EC Manchester, EC Sydney, EC Melbourne, EC Brisbane, EC Gold Coast and EC Auckland.

We are providing courses online and are in contact with students with the details required to attend these.

Applying to our adult students, we are revising our policies:

Students booked on an EC course that have not arrived in school

The policy below applies to cancellations and deferrals:

- **Tuition:** we are not charging cancellation fees on tuition in all of our schools prior to arrival (with the exception of any non-refundable fees and charges)
- **Accommodation:**
 - **Homestay:** we are not charging cancellation fees (with no notice period prior to arrival)
 - **Residence:** we are not charging cancellation fees (with at least one week's notice prior to arrival)
Any seasonal "High Season" supplements will not be charged on the new booking

Prospective students

- **Tuition:** we are not charging cancellation fees on tuition in all of our schools prior to arrival (with the exception of any non-refundable fees and charges). We will not charge any high season supplement fees on tuition when students defer to a later date.
- **Accommodation:**
 - Homestay: we are not charging cancellation fees (with no notice period prior to arrival)
 - Residence: we are not charging cancellation fees (with at least one week's notice prior to arrival)
We will not charge any high season supplement fees on accommodation when students defer to a later date



Students in-house

- **Tuition:** we are not charging cancellation fees on tuition in all of our schools, with the exception of any non-refundable fees and charges (I20, insurance, and Courier charges).
- **Tuition:**
 - Students will have the option to continue their studies with EC Virtual* – a combination of i) virtual learning, ii) online collaboration with other students and iii) self-study for the same period booked*.OR
 - Students will be credited with a voucher for any complete unused weeks to be used for the same course at the same centre that the student was studying at (subject to availability);
 - If the rebooking takes places in a new centre, the rates of the new centre will apply.
 - There are no refunds or credits should a student shorten a programme, or reduce the number of lessons
 - Any additional I20 or Courier charges will be added to the new booking
 - Any seasonal “High Season” supplements will not be charged on the new booking
- **Accommodation:**
 - Accommodation: students will be credited with a voucher for any complete unused weeks (with at least one week’s notice of cancellation) for use in the same accommodation and same centre (subject to availability).
 - If the rebooking takes places in a new centre, the rates of the new centre will apply.
 - Any seasonal “High Season” supplements will not be charged on the new booking
- **Credit vouchers for all adult students:**
 - payments already settled will be refunded in the form of credit certificates until further notice
 - are transferrable to nominated close family members
 - may only be used for study periods completed by 31 December 2021

As you are all aware, we are currently living through truly unprecedented times. Our industry is rapidly evolving due to COVID-19 and we are quickly responding to these changes by adapting our terms and conditions and pivoting towards leading the sector by launching a state-of-the-art online learning platform to deliver classes.

Thank you,

Fernando Aguilar

Global Sales Director