



CUSTOMIZED PROGRAM - FRENCH AS A FOREIGN LANGUAGE

AN ALL INCLUSIVE experience in Quebec City!

Reservation and Payment

- A minimum of 8 participants is required to offer the stay.
- A deposit (for the group) of \$500 (non-refundable) is required at time of registration.
- The final payment must be paid one month before the arrival of the group.

Refund Policy

1. Before the language program begins :

- If College Campus Notre-Dame-de-Foy cancels: total refund (including the \$500 deposit).
- Cancellation of a whole group for major reasons (illness of guide, serious political instability): all fees except the \$500 deposit will be refunded.
- All other cancellations :
 - 30 days and more before the language program begins: all fees (for each participant or for the whole group) will be refunded except the 500\$ deposit.
 - 15 to 29 days before the language program begins: 90 % of fees (for each participant or for the whole group) will be refunded except the \$500 deposit.
 - 0 to 14 days before the language program begins: 50 % of fees (for each participant or for the whole group) will be refunded except the \$500 deposit.

2. During the language program (as of the day the participant arrives) :

- No refund is given (neither of deposit nor other fees).
- In case of serious illness (a medical certificate is required) or if a death occurs in the participant's immediate family, a refund will be given. This refund will total 50 % of the remaining program days, beginning the day following the participant's departure from the Campus.

How to obtain a refund

All requests for a refund must be made in writing; an original signature is required. All necessary formal documents must accompany the request.