

2023-2024 CANCELLATION POLICY EFBA Programs

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In-Person & Online After School Program

Registering for the EFBA is a commitment to pay tuition for the entire school year. Although the EFBA offers a payment plan, families are responsible for paying for the full tuition amount, even if canceling the program midway through the year.

Each of our programs guarantees a set number of teaching hours. Levels FSL 1, FSL 2, FSL 3, Petits Francophones, Moyens Francophones, Grands Francophones, FL-A, FL-B, FL-C, and FL-D consist of 81 teaching hours. AP French Prep is 40.5 teaching hours with 6.5 hours of oral exam practice. Astronomy Club is a 30 hour program. Math Games have 30 hours. French I to IV are 180 hours of instruction. Oceanography is 45 hours.

In case of cancellation, eligibility for refund is based on the time of the year when the cancellation request is submitted:

- **For cancellation requests submitted between on or before July 1st, 2023, a full refund is available.**
- **For cancellation requests submitted between July 2nd, 2023 through the end of the first week of the program, You will forfeit a deposit of \$350 on the class' tuition and \$50 on the Playtime's tuition, and will be eligible to receive a refund of your paid amount, minus the deposits.**
- **Cancellation requests submitted after the first week of the program are not eligible for any reimbursement. You will forfeit the entire program fee and will not be eligible for a refund.**

Reallocating unused tuition to a different EFBA program is not permitted, but you may be able to request to transfer some of your unused tuition to EFBA's scholarship fund as donation.

Some of our classes are not appropriate for students without a history of French language experience or instruction. The recommended amount of French experience needed for each class is listed on our registration website. If a student registers for an EFBA class and does not meet the minimum proficiency level as determined by an assessment by EFBA staff, a credit and not a refund will be issued. EFBA will recommend the best class for the student based on their level.

Per our terms and conditions, there will be no reimbursement in the case of problems with Internet and electronic communications. In case of medical emergency, a prorated

credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD.

If EFBA is forced to cancel this program and is unable to schedule make-up classes, a prorated refund by check or store credit will be processed within 90 days of approval.

In Person Summer Camp Program

Processing registrations and onboarding campers is a time consuming process. In addition, due to our high supervision ratio, every registration affects our nonprofit budget. For these reasons, any cancellation is subject to a \$50 processing fee. Other conditions apply, as stated below:

Eligibility for refund is based on the time of the year when a cancellation request is submitted:

- **For cancellation requests submitted between January 11, 2023 to March 15, 2023, a cancellation fee of \$50 per week will be charged for each week canceled.**
- **For cancellation requests submitted between March 16th, 2023 to May 15, 2023, a cancellation fee of \$150 per week will be charged for each week canceled.**
- **Cancellation requests submitted on or after May 16, 2023 are firm and not eligible for any reimbursement.**

When availability allows, you may be able to switch registration to a different week. This may not be possible if the week you'd like to switch to is full. Please reach out to admissions@efba.us to verify availability.

In case of a medical emergency, prorated reimbursement or credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD. For Covid19, families have to provide documentation by an MD, or a positive covid-19 test made by a laboratory (home-tests will not be accepted).

When applicable, refunds are processed within 90 days by check or store credit.

2024 SUMMER CAMP PRE-SALE

Weeks of 2024 camp purchased between July 28 and Aug 31, 2023

- In Person Summer Camp Program Cancellation policies above apply.
- Camp dates and themes will be confirmed in January 2024.
- Upon purchase, the family selects their preferred number of weeks at camp. In January 2024 they will select dates for summer 2024 based on the calendar that will be provided by EFBA in January 2024.
- Voucher for 6 weeks can be split among multiple children in the same household.
- Vouchers for 3 and 5 weeks must be used by the same child.

AFTER CARE CANCELLATION POLICY

Eligibility for refund is based on the time of the year when a cancellation request is submitted:

- **For cancellation requests submitted between January 1st, 2023 to March 15, 2023, a cancellation fee of \$25 per week will be charged for each aftercare week canceled.**
- **For cancellation requests submitted between March 16th, 2023 to May 15, 2023, a cancellation fee of \$50 per aftercare week will be charged for each week canceled.**
- **Cancellation requests submitted on or after May 16, 2023 are not eligible for any reimbursement.**

In case of a medical emergency, prorated reimbursement or credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD. For Covid19, families have to provide documentation by an MD, or a positive covid-19 test made by a laboratory (home-tests will not be accepted).

When applicable, refunds are processed within 90 days by check or store credit.

Online Spring, Summer, and Winter "Le Club EFBA"

Cancellation policy for clients

Cancellation requests are not eligible for any reimbursement. You will forfeit the entire program fee and will not be eligible for a refund. Upon request, we may convert tuition for unused programs into a donation and provide you with a tax receipt.

Participants new to our online programs must pass an assessment to participate. If a participant does not pass the assessment, participants will either receive a credit towards a different program or a refund minus a \$100 processing fee. Please contact admissions@efba.us with any questions before registering.

Per our terms and conditions, there will be no reimbursement in the case of problems with internet and electronic communications.

In case of medical emergency, a prorated credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD. We will retain a processing fee of \$100.

Cancellation policy for grandfathered members

The same rules as for clients apply. Keep in mind that canceling a camp or program does not cancel your membership status, the membership fee is a donation to our nonprofit. As a donation, the membership is non-refundable.

If EFBA is forced to cancel this program and is unable to schedule make-up classes, a prorated refund by check or store credit will be processed within 90 days of approval.

Online Winter/Summer Classes

Cancellation and Assessment Policy for Clients

Cancellation requests are not eligible for any reimbursement. You will forfeit the entire program fee and will not be eligible for a refund. Upon request, we may provide you with a tax receipt for unused programs.

Some of our classes are not appropriate for students without a history of French language experience or instruction. The recommended amount of French experience needed for each class is listed on our registration website. If a student registers for an EFBA class and does not meet the minimum proficiency level as determined by an assessment by EFBA staff, no refunds will be issued.

Per our terms and conditions, there will be no reimbursement in the case of problems with Internet and electronic communications. In case of medical emergency, a prorated credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD.

Cancellation and Assessment Policy for Members

The same rules as for clients apply. Keep in mind that canceling a camp or program does not cancel your membership status, the membership fee is a donation to our nonprofit. As a donation, the membership is non-refundable.

If EFBA is forced to cancel this program and is unable to schedule make-up classes, a prorated refund by check or store credit will be processed within 90 days of approval.

In-Person & Online Cultural Programs & Activities

No refunds. In the case of unexcused absence or cancellation, a penalty charge will be applied in the amount of \$25, unless you present official proof of a medical or family emergency.

Some of our activities are not appropriate for participants without a history of French language experience or instruction. The recommended amount of French experience needed for each activity is listed on our registration website. If a student registers and does not meet the minimum proficiency level as determined by an assessment by EFBA staff, a credit and not a refund will be issued.

Participants new to the EFBA must pass an assessment to participate. No refunds will be issued if a participant does not pass the assessment. Please contact admissions@efba.us with any questions before registering.

This policy applies to the following programs:

- Escape Game
- Museum Quest (In Person and Virtual)
- Little Symphony (In Person and Virtual)
- Little Opera (In Person and Virtual)
- Third Culture Kids
- STEM-Venturers (In Person and Virtual)

For Supervised Minecraft Game Time (online):

No refunds.

Online Private/Semi Private Lessons

By registering for a lesson package with the EFBA, you are committing to the entire duration of the package. Our \$95 registration fee for non-members is nonrefundable under all circumstances and the cost of books/materials will not be reimbursed. In case of cancellation, eligibility for refund is based on what proportion of the lesson package has been completed when the cancellation request is submitted:

- For cancellation requests submitted before any lessons have been completed, we will refund payment for the package. Any registration fees or costs for books/materials will not be refunded.
- Cancellation requests submitted when less than 30% of the lessons have been completed are eligible for prorated reimbursement of the cost of the package. Any registration fees are nonrefundable and will not be prorated. Upon request we may provide you with a tax receipt for unused tuition.
- Cancellation requests submitted when 30% or more of the lessons have been completed are nonrefundable.

A lesson can only be rescheduled with at least twenty four hours advance notice. Any lesson canceled with less than twenty four hours notice or no notice will be considered a completed lesson. The client will forfeit the value of the lesson and the missed lesson cannot be rescheduled.

In case of medical emergency, a prorated reimbursement or credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD. Per our terms and conditions, there will be no reimbursement in the case of problems with internet and electronic communications.

10 hour lesson packages must be completed within 120 days from the date of the first lesson. 20 hour lesson packages must be completed within 240 days from the date of the first lesson. Private Lesson Special programs, such as the 5-hour Holiday Private Lesson Special, must be completed by the advertised end date.

Keep in mind that canceling a lesson package does not cancel your membership status, the membership fee is a donation to our nonprofit. As a donation, the membership is non-refundable.

*When applicable, refunds are processed within 90 days of the date of approval by check.