

## 2020 CANCELLATION POLICY EFBA Programs

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Follow the steps below to launch revised terms:

- Step 1: draft 2020 policies
- Step 2: Confirm compliance with accrediting body (WASC + ACA)
- Step 3: Update ASAP
- Step 4: Update EFBA website
- Step 5: Add a note to newsletter: New terms and conditions for EFBA programs (if applicable)

## EFBA Membership

Each school year, we strongly encourage you to choose to become a member of EFBA. The membership is a donation to our nonprofit. As a donation, the membership is tax deductible and non-refundable.

If you have chosen to become a member for the 2020-2021 school year, the membership is valid from September, 1st 2020 to August 1, 2021, and your membership status will expire on August 2nd, 2021.

### **Monetary Donations to EFBA**

EFBA raises funds online for a variety of community projects. This *Donation Refund Policy* applies to anyone who makes an online donation to EFBA. As your donation is being made online without our assistance or involvement we ask that you complete your details and the amount of your donation carefully, as it involves a substantial amount of administrative time to deal with and rectify any errors.

#### Cancellation policy in summary:

- Donations are non-refundable.
- There is no minimum donation.
- Different membership levels bestow different benefits.

### **Change of Heart on Donation**

Refunds of the amount pledged cannot be made simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully. EFBA is under no obligation to give a refund, but will ensure that any genuine errors (such as to the amount donated) are rectified.

### **Errors in Amount Pledged**

Should an error be made in the amount of any donation, the donor has 5 days in which to notify EFBA of the error. All requests for refunds must be made in writing by email to the Finance Manager [finance@efba.us](mailto:finance@efba.us)

The request should have the details of the initial donation including the date, amount, the name of the donor, any tax invoice number and the nature of the error. Any tax invoice issued for the incorrect amount immediately becomes void and invalid, and a new tax invoice will be issued for the amount of the corrected donation.

## DELF / DALF

Eligibility for refund is based on when the cancellation request is submitted:

- Cancellation or postponement requests received 5 weeks (or longer) prior to the test day are eligible for a refund, and an administrative fee of \$50 will be deducted from the total amount paid.
- Cancellation requests made less than 5 weeks before the test date are not eligible for a refund.
- Absence on the test day is treated as cancellation and is not eligible for any refund.
- If an application for a Transfer of Test Date is approved, an administrative fee of \$50 will be charged.
- If an application for a refund is approved, the center will issue a refund to the candidate, minus the \$50 administrative fee.
- Latecomers will not be allowed into the test center and no refund or transfer will be processed. Check your "convocation" letter for arrival time information. Candidates must be at the center at least 10 minutes before the test start time and will be considered late if arrival time is less than 10 minutes prior to test start time.

France Education International (ex-CIEP) regulations governing cancellations only allow full refunds in case of emergency, defined as documented illness, transportation problems, or death of a loved one. Candidates who miss their scheduled exam date for one of these reasons may receive a full refund of their registration fees on condition that they provide the France Education International (ex-CIEP) services with official proof / supporting documentation within a week from the test day.

\*When applicable, refunds are processed within 90 days by check.

## Cultural Programs & Digital Events

### **2020-2021 Clients:**

No refunds.

### **2020-2021 Members:**

*For Museum Quest:*

In case of unforeseen circumstances, up to 5 days before the activity, you have the option of postponing your reservation to a later date, subject to the number of spaces available.

In the case of unexcused absence or cancellation less than five days before the activity, a penalty charge will be applied in the amount of \$25, unless you present proof of a medical or family emergency.

For Little Symphony and Little Opera:

No refund

For Digital Events (except digital playtime):

Space is limited. A no-show fee of \$25 will be charged.

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## After-School Program - Online or In-person - Excluding High School Classes (AP French, French Through Film Club, Economics Circle in French) 2020-2021

### **Cancellation policy for clients**

By registering for EFBA's After-school program, you are committing for the entire school year and to pay the entire tuition for the whole school year. While the payment can be broken into two installments, tuition is not paid by semester.

Our After School program provides 81 hours of instruction. Our typical format is 54 sessions of 1.5 hours, but certain classes will follow different schedules. If needed, you may cancel the registration.

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 June 24th, 2020 through the end of the first week of the program, you will forfeit a deposit of \$1,000. You will be eligible to receive a refund of your paid amount, minus \$1,000.
- 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. Upon request we may provide you with a tax receipt for unused classes.
- Reallocating unused tuition to other EFBA programs outside of our After School program is not permitted per our budgetary rules, but you may be able to request to transfer some of your unused tuition to EFBA's scholarship fund as donation. [Learn more about scholarships here](#)

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.

While siblings and friends may request to be in the same class, no refund or credit will be issued if requests cannot be offered. Class placement depends on assessed level of student and available space.

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

### **Cancellation policy for members**

The same rules as non-members apply. Keep in mind that cancelling a class 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.

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

## **AP® French Exam Prep by EFBA**

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### **Cancellation policy for clients**

By registering for EFBA's After-school program, you are committing for the entire school year and to pay the entire tuition for the whole school year. While the payment can be broken into two installments, tuition is not paid by semester.

Our AP® French Exam Prep by EFBA provides 37.5 hours of in-class instruction combined with 6 hours of oral exam practice ("la khole"). Our format is 25 in-class sessions with each class being 1.5 hours long. This is combined with 12 sessions of oral exam practice. Oral exam practice lasts 30 minutes and is held every other week.

If needed, you may cancel the registration. 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 July 15th, 2020 through the end of the first week of the program, you will forfeit a deposit of \$1,000. You will be eligible to receive a refund of your paid amount, minus \$1,000.
- 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. Upon request we may provide you with a tax receipt for unused classes.

Reallocating unused tuition to other EFBA programs is not permitted per our budgetary rules, but you may be able to request to transfer some of your unused tuition to EFBA's scholarship fund as donation. [Learn more about scholarships here](#)

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.

While siblings and friends may request to be in the same class, no refund or credit will be issued if requests cannot be granted.

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

### **Cancellation policy for members**

The same rules as non-members apply. Keep in mind that cancelling a class 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.

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

# French Through Film Club, Economics Circle in French, and Oceanography Club in French

## Cancellation policy for clients

By registering for EFBA's After-school program, you are committing for the entire school year and to pay the entire tuition for the whole school year. While the payment can be broken into two installments, tuition is not paid by semester.

Our 'French Through Film Club', 'Economics Circle in French', and 'Oceanography Club in French' programs provide 37.5 hours of in-class instruction. Our format is 25 in-class sessions with each class being 1.5 hours long.

Our 'French Through Film Club', 'Economics Circle in French', and 'Oceanography Club in French' programs are intended for Francophone native-speaker students and non-native speakers with strong French language skills. Non-native speakers must have a level of French equivalent to the DELF B1 exam. All students will be assessed.

If needed, you may cancel the registration. 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 July 15th, 2020 through the end of the first week of the program, you will forfeit a deposit of \$700. You will be eligible to receive a refund of your paid amount, minus \$700.
- 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. Upon request we may provide you with a tax receipt for unused classes.

Reallocating unused tuition to other EFBA programs is not permitted per our budgetary rules, but you may be able to request to transfer some of your unused tuition to EFBA's scholarship fund as donation. [Learn more about scholarships here](#)

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.

While siblings and friends may request to be in the same class, no refund or credit will be issued if requests cannot be granted.

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

### **Cancellation policy for members**

The same rules as non-members apply. Keep in mind that cancelling a class 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.

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

## Virtual Playtime

### **Cancellation policy for clients**

By registering for EFBA's Virtual Playtime program, you are committing for the entire school year and to pay the entire tuition for the whole school year. While the payment can be broken into two installments, tuition is not paid by semester.

Our Virtual Playtime program provides 54 hours of online activity, broken down into thirty minute sessions.

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 July 31st, 2020 through the end of the first week of the program, you will forfeit a deposit of \$100. You will be eligible to receive a refund of your paid amount, minus \$100.
- 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. Upon request we may provide you with a tax receipt for unused classes.

Reallocating unused tuition to other EFBA programs outside of our Playtime program is not permitted per our budgetary rules, but you may be able to request to transfer some



of your unused tuition to EFBA's scholarship fund as donation. [Learn more about scholarships here](#)

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.

### **Cancellation policy for members**

The same rules as non-members apply. Keep in mind that cancelling a class 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.

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

## Astronomy Club in French

### **Cancellation policy for clients**

By registering for EFBA's Astronomy Club in French program, you are committing for the entire school year and to pay the entire tuition for the whole school year. While the payment can be broken into two installments, tuition is not paid by semester.

Our Astronomy Club in French program provides 27 hours of teaching time, broken down into hour long sessions.

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 August 7th, 2020 through the end of the first week of the program, you will be able to receive a refund minus a deposit of \$300.
- 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. Upon request we may provide you with a tax receipt for unused classes.

Reallocating unused tuition to other EFBA programs outside of our Astronomy Club program is not permitted per our budgetary rules, but you may be able to request to transfer some of your unused tuition to EFBA's scholarship fund as donation. [Learn more about scholarships here](#)

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.

### **Cancellation policy for members**

Members will be able to receive a partial refund of \$25 up until the end of the first week of the program. Cancellation refunds 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.

Keep in mind that cancelling a class 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.

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

## 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 cancelled 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.

Keep in mind that cancelling 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.