

## 2026-2027 CANCELLATION POLICY EFBA Programs

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# In-Person & Online After School Program

## Afterschool Program Cancellation and Refund Policy

By submitting payment through our online portal, you are agreeing to the EFBA's published **Terms and Conditions**, including this binding **Cancellation and Refund Policy**.

### Commitment to Program Tuition

Registering for an EFBA program is a commitment to pay the **full tuition** for the entire academic year.

- You are responsible for paying the full tuition amount, even if you choose to cancel the program midway through the year.
- The option for a payment plan does not change your obligation to pay the full annual tuition.

The following programs include a guarantee of teaching hours for the academic year:

Program Category	Program Names	Guaranteed Teaching Hours
<b>Standard French</b>	FSL 1-3, Petits/Moyens/Grands Francophones, FL-A, FL-B, FL-C, FL-D	<b>81 hours</b>
<b>Advanced French</b>	AP French Prep	<b>40.5 hours</b> (+ 6.5 hours of oral exam practice)
<b>Academic</b>	French I-IV	<b>180 hours</b>

<b>Electives</b>	Oceanography	<b>45 hours</b>
	Astronomy Club, Math Games	<b>30 hours</b>

## Cancellation and Refund Eligibility

Your eligibility for a refund is based on the date your cancellation request is submitted:

<b>Cancellation Request Submission date</b>	<b>Refund Eligibility</b>
<b>On or before July 1, 2026</b>	<b>Full Refund</b> of all tuition paid.
<b>July 2, 2026, through the end of the first week of the program</b>	Refund of paid amount <b>MINUS</b> a forfeiture of deposits: <b>\$350</b> for class tuition and <b>\$50</b> for Playtime tuition (if applicable).
<b>After the first week of the program</b>	<b>No Refund</b> is available. You forfeit the entire program fee.

## Other Cancellation and Credit Rules

### No Transfers of Tuition

- Reallocating unused tuition to a different EFBA program is **not permitted**.
- You may be able to request to transfer some of your unused tuition to EFBA's scholarship fund as a donation.
- Afterschool 2026–2027 tuition for new students in San Francisco and Mountain View includes one (1) week of Summer Camp 2027 and a 2026–2027 Cultural Pass, which provides access to the following Cultural Programs: Escape Game (online), Third Culture Kids (online), Museum Quest (online and in person), and Little Symphony (online and in person), STEM-Venturers (online and in person). Participation in these programs is optional; however, no refunds or credits will be issued for families who

choose not to participate in the included Summer Camp week or Cultural Program activities.

- Summer Camp and Cultural Program event registrations are not transferable to other children.
- Students who were registered in San Francisco or Mountain View during the 2025-2026 academic year (and / or their siblings) may choose to opt out of the Summer Camp and Cultural Pass upon registration. However, they may choose to purchase Summer Camp and a Cultural Pass separately at a later date, at the current going rate at the time of registration for either one of these programs.

### Proficiency Requirements

- If a student registers for a class but is assessed by EFBA staff as **not meeting the minimum proficiency level**, a **credit**, not a refund, will be issued.
- EFBA will recommend the most appropriate class for the student based on their level.

### Technical and Disciplinary Exclusions

- There will be **no reimbursement** for problems related to Internet access or electronic communications.
- If a student is temporarily excluded or expelled from the program, **no refund** will be issued.

### Medical Emergency

- In the case of a medical emergency, a **prorated credit-value** may be granted at the discretion of EFBA, provided official supporting documentation from an M.D. is submitted.

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## Program Changes and EFBA Cancellations

EFBA will provide an academic calendar at the beginning of the school year.

- **Unexpected Changes:** In the event an academic lesson must be canceled or postponed, or a class start date is delayed, a revised calendar will be issued and **make-up lessons will be added**.
- **Program Cancellation by EFBA:** If EFBA is forced to cancel the entire program and is unable to schedule make-up classes, a **prorated refund** (by check or store credit) will be processed.
- Refunds will be processed within a reasonable time, typically **within 90 days** of approval.

## Hybrid Afterschool Program

The traditional Afterschool program at EFBA consists of two in-person group class sessions per week for a total of 54 lessons. The hybrid program is designed for students enrolled in the Afterschool program who can only attend one group class session per week.

To make up for the second missed class session, the hybrid student is simultaneously enrolled in the group lessons and online private lessons that correspond to the fixed number of lessons & day of the week that the student is unavailable to attend the in-person class. The duration of the private session is 1 hour. Sessions are held once a week on a fixed schedule that lasts the duration of the academic year, to ensure that the student continues to make satisfactory academic progress.

In case of cancellation, the terms and conditions for refund are the same as those for the Afterschool program (please read above).

## DELFL Prim & DELFL Junior Exam

The DELFL Prim exam and the DELFL Junior exam are limited to EFBA students only; external candidates are not accepted. These events are free of charge for students currently enrolled in the 2026-2027 EFBA Afterschool Program. EFBA students with a current enrollment in private or semi-private classes at EFBA are eligible to register for the DELFL Prim and/or DELFL Junior exam at cost.

In the case of unexcused absence or cancellation, no refund or credit will be issued. Latecomers are not allowed to participate in DELFL events. In the case of late arrival resulting in lack of participation, no refund or credit will be issued.

DELFL (Diplôme d'Etudes en Langue Française) is an official qualification awarded by the French Ministry of Education to certify the competency of candidates from outside France in the French language. It is not appropriate for participants without a history of French language experience or instruction. If a student participates and does not pass the exam as determined by trained DELFL assessors, no refund or credit will be issued.

## 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:

### Summer Camp 2026

Eligibility for a refund for Summer Camp 2026 is based on the date the cancellation request is submitted:

- For cancellation requests submitted until March 15, 2026, a cancellation fee of \$50 per week will be charged for each week canceled.
- For cancellation requests submitted between March 16th, 2026 and May 14, 2026, a cancellation fee of \$150 per week will be charged for each week canceled.
- Cancellation requests submitted on or after May 15, 2026 are firm and not eligible for any reimbursement.

### Summer Camp 2027

Eligibility for a refund for Summer Camp 2027 is based on the date the cancellation request is submitted:

- For cancellation requests submitted until March 15, 2027, a cancellation fee of \$50 per week will be charged for each week canceled.
- For cancellation requests submitted between March 16th, 2027 and May 14, 2027, a cancellation fee of \$150 per week will be charged for each week canceled.
- Cancellation requests submitted on or after May 15, 2027 are firm and not eligible for any reimbursement.

When availability allows, families may request to switch their registration to a different camp week within the same year. This option is subject to availability and cannot be guaranteed if the requested week is full. Please contact [admissions@efba.us](mailto: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.

When applicable, refunds are processed within a reasonable time, typically within 90 days by check or store credit.

This policy also applies to the following summer camp program:

- Counselor-in-Training (CIT)

## 2027 SUMMER CAMP PRE-SALE

*Weeks of 2027 camp purchased between July 28 and Aug 31, 2026*

- In Person Summer Camp Program Cancellation policies above apply.
- Camp dates and themes will be confirmed in January 2027.
- Upon purchase, the family selects their preferred number of weeks at camp. In January 2027 they will select dates for summer 2027 based on the calendar that will be provided by EFBA in January 2027.
- Voucher can be split among multiple children in the same household
- Weeks cannot be transferred to a different household.

## 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 until March 15, 2026, a cancellation fee of \$25 per week will be charged for each aftercare week canceled.**
- **For cancellation requests submitted between March 16th, 2026 and May 14, 2026, a cancellation fee of \$50 per aftercare week will be charged for each week canceled.**
- **Cancellation requests submitted on or after May 15, 2026 are firm and 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.

When applicable, refunds are processed by check or store credit, within a reasonable time, typically within 90 days.

We reserve the right to change these Terms and Conditions from time to time. Your continued use of the EFBA site, programs or other services following the uploading of any changes to the terms and conditions constitutes your acceptance of such changes.

You agree to be bound by the Terms and Conditions that are in effect at the time of your program or cancellation, whichever applies. You agree that it is your responsibility to be familiar with these Terms and Conditions and to check back from time to time for any changes.

This policy also applies to the following summer camp program:

- Counselor-in-Training (CIT) Program Extension

## 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](mailto: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)
- Third Culture Kids
- STEM-Venturers (In Person and Virtual)

For Supervised Minecraft Game Time (online):

No refunds.

# Cultural Pass and Digital Cultural Pass

*Validity from September 15, 2026 – June 30, 2027.*

## **Cultural Pass** (September 15, 2026 – June 30, 2027)

Passes are non-refundable after purchase, regardless of participation.

Families will be contacted by email within two weeks of purchase to select their two in-person activities (from Little Symphony and Museum Quest) and online activities.

If a family cannot attend a selected in-person activity, they may cancel up to two weeks before the activity date. After that deadline, the activity will count as attended and cannot be exchanged.

No refund will be issued if the child does not speak French. Families are encouraged to request a free assessment before purchasing a pass if unsure.

Included activities: Free access to all online activities + 2 in-person activities.

Guaranteed minimum programming:

- 2 Escape Games (online)
- 2 Museum Quests (in person)
- 2 Little Symphony (in person)
- Monthly Minecraft sessions (online)
- 1 Third Culture Kids event (online)

Extra cultural activities may be added during the year depending on partnerships and local opportunities.

## **Digital Cultural Pass** (September 15, 2026 – June 30, 2027)

Passes are non-refundable after purchase, regardless of participation.

Families will be contacted by email within two weeks of purchase to select their online activities.

No refund will be issued if the child does not speak French. Families are encouraged to request a free assessment before purchasing a pass if unsure.

Included activities: Free access to all online activities.

Guaranteed minimum programming:

- 2 Escape Games (online)
- Monthly Minecraft sessions (online)
- 1 Third Culture Kids event (online)

Extra online cultural activities may be added during the year.

## 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 new clients 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.
- Cancellation requests submitted when less than 30% of the lessons have been completed are eligible for prorated reimbursement of the cost of the package. 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 in writing. 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 must be completed by the advertised end date.

Trial lesson bookings are not refundable unless EFBA is not able to find an available teacher that matches the student's schedule within a reasonable period of time.

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