

## COMPLAINTS & APPEALS POLICY

Students can talk about difficulties with their teachers, counsellors, or admin staff or Director. Students can also submit the problem in writing to the Director, who will, in writing, address and resolve the dispute. The ILSC Dismissal Policy, Waiver forms and other standard documents are provided in the orientation package that students are given on the first day of studies. These forms can also be provided pre-arrival upon request.

## CANCELLATION & REFUND POLICY

Registration/Assessment fee (\$20) and Accommodation Registration fee (\$20) are non-refundable. To receive a refund on all other fees, you must provide ILSC-New Delhi (c/o ILSC India Pvt. Ltd.) written notice that you intend to withdraw from the program. If your study permit or visa is denied, ILSC-New Delhi will retain the lesser of 25% of refundable fees or \$200. Refund percentages are calculated based on entire program length.

If you cancel in writing before your program starts, you will receive the following percentage of refundable fees:

- Less than 7 days after registration submitted and before program start date: the greater of either 75% of refundable fees, or refundable fees minus \$400
- 30 days or more before the program start date: 75% of refundable fees
- Less than 30 days before the program start date: 60% of the total fees due
- If you cancel in writing or are dismissed from ILSC after your program starts, you will receive the following percentage of refundable fees, regardless of attendance:
  - Less than 10% of the program completed: 50% of refundable fees
  - 10-30% of the program completed: 30% of refundable fees
  - More than 30% of the program completed: 0% of refundable fees (no refund)

Change of schedules is considered the same as cancellation, i.e. for a schedule change of Full-time Intensive to Part-time AM, students must cancel the whole program and re-apply for the Part-time program. If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of ILSC-New Delhi receiving written notice of cancellation or ILSC-New Delhi's notice to you of dismissal.