

TERMS AND CONDITIONS

1. ACADEMIC

AGE REQUIREMENT

- Age 18 and above
- under 18 years of age may be accepted under **one** of the following conditions:
 - a. accompanied by an adult student (*relative or family friend*) currently studying or going to study at the school
 - b. has a guardian in Cebu
 - c. accepts our [Guardian Programme](#) for supervision

For students under 18, the following details are required **at least 2 weeks before arrival**:

- ✓ Parents' consent to travel or study in the Philippines alone, or accompanied by: (*please give name*),
- ✓ Medical history or up-to-date medical certificate condition, and any related information;
- ✓ Parents' restrictions for the student.
- ✓ Medical and Travel insurance.
- ✓ Parents' requests concerning class attendance.

ENROLMENT

Application forms can be sent by email or fax, or delivered in person.

The signed forms will serve as the binding agreement between the student and Pacific Tree International Language Academy, indicating that the student agrees to abide by the terms and conditions of the school.

* **Reminder:** You should have valid medical and travel insurance for **your own protection**. Please submit copies of your insurance papers at least 8 days before the arrival date.

INFORMATION UPDATE

Pacific Tree has the right to keep personal records of its students, including a copy of their passport. Students should keep the school updated of any changes before arrival or while studying at Pacific Tree. We will not disclose any information to anyone without the student's prior consent, other than to the appropriate authorities.

WEARING OF IDS

Identification Cards should be worn at all times within the school premises. It is also recommended to carry the school ID at all times as proof of identity whilst in Cebu.

CLASSES AND SCHEDULE

Students are placed in classes according to their levels as assigned by the Academic Office. A student cannot change class time unless approved by the office.

ATTENDANCE

- a. All students should have at least 80% attendance to receive the Certificate of Completion. The Academic Office should be informed in case of absence.
- b. Students may not be allowed into a group class if more than ten minutes late.

SUBSTITUTION AND MAKE-UP CLASS

When a teacher is unable to attend a scheduled class, a substitute teacher is assigned to take over the class. However, if the student prefers, a make-up class can be arranged with the regular teacher. Students cannot have make-up classes for lessons they failed to attend, except under special circumstances. (See [Refund Policy](#))

REQUEST FOR ADDITIONAL CLASSES AND CHANGE OF CLASS OR SCHEDULE

Change of class/ time or adding more 1:1 classes is subject to availability, but we will always try to grant requests. There is no charge for changing class unless the student is changing to a more expensive course.

Payments for upgrade or additional classes should be made **not later than Thursday** to avoid cancellation of request. There is no refund for downgrading course types.

VACATION/TRIPS ON SCHOOL DAYS

Students can travel on weekends or holidays but are not generally allowed to be absent on school days. Students may be excused from classes in some circumstances (e.g. visiting family) for up to a week, but there will be no refund for the classes missed.

HOLD POLICY

If a student needs to be away for more than a week, he/she can request the Academic Office to HOLD their tuition.

HOLD means postponement of studies where the student does not lose any tuition, but cannot guarantee the same class schedule / teachers upon return. His/her unused duration can be moved to another date, providing:

- The return date is within a year; and
- The student has at least 4 weeks of their course remaining, and
- The student informs the Academic Office at least a week before the intended break.

Accommodation can also be placed on HOLD but the room must be vacated; we cannot guarantee that the same accommodation will be available upon return. If the student does not vacate the room, daily charges still apply.

ACCOMMODATION AND TUITION ON HOLD ARE NOT TRANSFERABLE.

EXTENSION OF DURATION

Minimum extension period is 1 week. Students should inform the Academic Office at the earliest possible date to ensure they get their preferred schedule.

The tuition and accommodation fees should be paid at least 8 days before the current course ends, otherwise the application may be cancelled.

2. ACCOMMODATION

- a. **Change of accommodation** is subject to availability of rooms:
 - if changing condos/houses/apartments, there is no penalty if the change is made **at least 7 days before arrival**. If changing to more expensive accommodation, the difference must be paid at least 3 days before arrival. If changing to cheaper accommodation, the refund will be given within 30 days. **If changing from hotel accommodation, penalties may apply.**
 - if changing condos/houses/apartments **within 7 days of arrival or after arrival**, refunds cannot be made but there are no penalties. **If changing from hotel accommodation, penalties apply.**
- b. **Cancellation fee:** (see section 5)
- c. **Room Deposit Fee:** Php 2,500.00 (refundable)
Collected on the first day and returned on the last day of stay. There may be deductions for any loss or damage to school property caused by the student.
- d. **Electricity and Water Charges** are not included in the accommodation cost of condos/houses/apartments. Bills should be paid within 7 days of the billing date; late payment will result in penalties.
- e. **Extension of accommodation** is normally not allowed once the course has ended, but exceptions can be made. Please see our Admin officer for assistance.

3. PAYMENT OF FEES

Reservation fee (\$100) is non-refundable.

Fees can be paid through bank or wire transfer, agency, or at the office (*for walk-in enrollees and current students*). All fees should be paid in full **at least 8 banking days before the course starts**; otherwise the reservation may be cancelled. Students without a reservation may not immediately get their preferred classes and/or accommodation.

Books and certain other expenses are not included in the Course fee. See the Expenses page (link) for details. Fees are non-transferable.

Pacific Tree reserves the right to pass on VAT and other Government taxes imposed after registration.

4. CONDUCT

All students are expected to:

- a. Show respect to students, teachers, and staff at all times.
Theft, harassment and other anti-social activities will NOT be tolerated. Any student found guilty will be DISMISSED from the school without a refund.
- b. Respect School Property.
Students are liable for loss or damage to school property and may be subject to dismissal for repeated or serious offences. Smoking is strictly prohibited except in designated areas.
- c. Observe cleanliness in their accommodation and all areas of the school building.
- d. Take care of their personal belongings
Never leave your possessions unattended. In case of theft, inform the reception officer immediately so that we may assist you.
- e. Respect and obey the School Policies and Laws of the Philippines
Students who violate Philippine laws will be immediately DISMISSED from the school.

While every effort will be made to contact parents or guardians of students under the age of 18 regarding serious misconduct or violation of school policies, the management of Pacific Tree may at its discretion impose sanctions, including suspension or expulsion.

The School reserves the right to terminate the course without a refund, where the students' acts or omissions are such that it would be unreasonable for them to continue their studies at Pacific Tree.

5. CANCELLATION AND REFUND

Case 1: If the cancellation is made before the course starts, notice must be sent to us by email or through agency (*if registration was through agency*).

Days before arrival	Registration Fee (\$100)	Tuition Fees	Accommodation Fee*
More than 14 days	No refund	Full refund	10% of the total cost will be deducted
14 days or less	No refund	one week fee deduction	15% of the total cost plus one week fee will be deducted
on or within 14 days after the arrival date	No refund	4 weeks fee deduction	15% of the total cost plus 4 weeks fee will be deducted

*These conditions apply only to condos/houses/apartments. Hotels may impose extra penalties.

Case 2: If the cancellation is made within the study duration (*beyond 14 days after arrival*), notice has to be applied for at the Admin Office with the supporting documents.

Unused period	Registration Fee (\$100)	Tuition Fees	Accommodation Fee
More than 4 weeks	No refund	50% refund of the unused period	50% refund of the unused period (<i>for house/apartment/condos only</i>) <i>Hotels do not usually give refunds, but we will negotiate on your behalf.</i>
4 weeks or less	No refund	No refund	No refund

❖ *Bank fees for bank or wire transfer will be charged. SSP issuance and processed Visa extension fees cannot be refunded (the Bureau of Immigration does not give refunds).*

We guarantee to refund within **30 days**, but we will try to complete the process in 14 days.

Strictly NO MAKE-UP CLASSES and/or NO REFUND for cancelled enrolment or classes due to the following, but not limited to:

- a. No Show (didn't arrive without notification)
- b. Late arrival from the country of origin (*for new students*)
- c. Fraudulent documents or information submitted
- d. Trip or Vacation (but can apply for HOLD policy if more than 7 days)
- e. Absence or tardiness or leaving the class early (for any reason)
- f. Missed make up classes
- g. Refusal to have a substitute teacher or a make-up class
- h. Public Holidays in the country or city (*see Holidays link for more information*)
- i. Dismissal

Pacific Tree may refuse a refund for any valid reason but will always aim to be fair and reasonable.

If Enrolment was made through agency, Refund Policy may vary. Please refer to your agency.

6. COMPLAINTS

Concerns or complaints about the school's courses or services may be made verbally or in writing at the school's Admin Office. Pacific Tree cannot be held liable for any compensation for complaints received after the student's departure from the school.

7. FORCE MAJEURE

Pacific Tree International Language Academy is not liable in instances where it cannot provide services to which it is contractually bound due to situations beyond its control, such as, but not limited to, natural disasters, strikes, government action, pandemics and likewise. Refunds will not be made in such circumstances but the school may provide, at its discretion, make up classes.

8. DISCLAIMER

Pacific Tree is not liable for any loss of life, money, or property either inside or outside the school's premises (including company-sanctioned activities) except in cases where the school has been clearly negligent. Nor are we liable for any costs or damage due to the actions of other students. However, we will at all times take reasonable precautions to protect students, and will provide support and guidance wherever possible.

