

# Terms and Conditions

## 1. Age Restrictions

While FLS is pleased to open its programs to a variety of participants, we do ask that advisors respect these age restrictions:

**English Language Programs:** Students must be at least 15 years of age to participate in these programs. There is no upper age limitation. FLS can accommodate some younger students under special circumstances; please contact us if you have questions. These students will be required to purchase additional services such as the unaccompanied minor (\$100.00) or transportation service (\$50.00/week) as a condition of their enrollment at FLS International.

**Specialty and Study Tours:** Students must be at least 15 years of age at most campuses, unless an exception is granted by FLS. Computer Science and Junior Camp at CSUF are open to students age 12 and older. Family Camps at Citrus College and Chestnut Hill College are open to students ages 6-14.

The minimum age for all homestay is 15 years of age. Exceptions can be made with prior approval.

Minimum age for supplemental accommodations: Tennessee Tech Apartment – 18. Tennessee Tech Dormitory – 17. Saint Peter's University Dormitory – 18. International Guest House, Boston – 16. Waverly Apartment, Boston – 16.

## 2. Airport Pick-Up & Drop-Off

Airport Pick-Up service includes being met at the airport by an FLS International representative, and transportation from the airport to the student's accommodation. FLS requires flight information at least 14 days before arrival in the United States. The Airport Pick-Up fee will not be refunded if a transfer is missed due to information received after this deadline or due to a failure to inform FLS of changes in the itinerary. Please note that an airport Drop-Off service at the completion of the program is not included in the price and must be purchased separately at an additional cost if desired.

**Unaccompanied Minor Service:** Upon request, FLS will provide the name and contact information of a specific designated driver to the agent and airline for pick-up and provide chaperone service to airport security for airport drop-off. Any students requesting Unaccompanied Minor Service from the airline must also select the FLS Unaccompanied Minor Service. Cost is \$100.00, round-trip.

## 3. Arrivals and Departures

We strongly recommend students use our transfer service. Students that use the FLS transfer service will be checked in upon arrival as part of this service. If students choose not to use our transfer service:

For apartment and dormitory, students must check-in at the FLS office during regular business hours. Check-in will not be available in the evening or on weekends. Students checking-in on Friday will be charged two extra nights of accommodation. If arriving on a Sunday, student will not be able to check-in and will forfeit payment of first night.

For homestay, students are responsible for communicating their arrival time with the host family. Students should arrive between 2:00-9:00 p.m. For students that use our transfer service, FLS will communicate and arrange the arrival and check-in with the host family.

Students are expected to leave their housing by 12:00 p.m. on the day after their program ends. Students who request to leave housing after 12:00 p.m. on Saturday should note that such requests are not guaranteed, and if granted will incur an additional housing charge.

## 4. Books

Core class textbooks are included in the package price. If a student wishes to purchase their elective class book, then FLS will quote a price for purchase.

## 5. Cancellations, Terminations and Refunds

**Cancellation Prior to the Start of Class:** If an applicant accepted by FLS cancels prior to the start of scheduled classes, FLS will refund all monies paid, to the payer, less any actual housing costs incurred by FLS and a maximum total of \$500.00 identified non-refundable charges including any application, registration, and courier fees.

**Withdraw:** FLS will refund, to the payer, 100% of the total paid tuition, less application fee of \$150.00, if notice of cancellation is made through attendance on the first class day or the seventh class day after enrollment whichever is later.

For students who withdraw before completing 60% of their program, FLS will retain a prorated amount of tuition based on the published price for the period studied. FLS will refund all monies due, to the payer.

For students who withdraw after completing 60% of their program, FLS will retain all charges for the program.

In regard to program extensions: For students who withdraw before completing 60% of any additional program of study (extension), FLS will retain a prorated amount of tuition. FLS will refund all monies due, to the payer. For students who withdraw after completing 60% of any additional program, FLS will retain all of the charges for the program.

Health insurance fees can only be refunded for complete 4-week terms that are not completed. Health insurance fee refunds are not prorated on a weekly basis. FLS will refund all fees, to the payer, within 45 days from the student's last date of attendance or date of termination. All refund requests must be made in writing.

Students who are terminated due to violation of FLS' written disciplinary and/or attendance policies, or local, state, or federal law are not eligible for a refund.

**Homestay Refund:** No refunds will be given for the first four weeks of accommodation. If 25% or less of the program has been completed 50% of the unused accommodation portion will be refunded. If more than 25% and less than 50% has been completed, 25% of the unused accommodation portion will be refunded. If 50% or more of the program has been completed, no accommodation refund will be made. FLS will refund all monies due to the payer.

**Homestay Transfers:** If living with a homestay family and a transfer to another homestay family after the first week trial period is desired, notification to the original homestay family is required 15 days in advance. There is a \$200.00 housing transfer fee that must be paid to FLS International prior to transfer. This fee is waived if homestay change is requested within the first week.

**Dormitory and Apartment Refund and Cancellation Policy:** Students who are placed in FLS-arranged apartments or dormitories for a fixed period of time are bound to stay for the duration of that contracted period. Early move-out will result in a forfeiture of all remaining unused rent fee. Note that this includes if a student moves out during a vacation break. Early move-out students can avoid rent forfeiture if another student can be found to move-in for the remainder of the contracted housing term. Students will be solely responsible for finding another student to take their place. The FLS Housing Coordinator and/or apartment manager must approve the new student before he/she is allowed to move in.

## 6. Homestay Placement Fee

An administrative fee of \$200.00 to process the student's FLS accommodation. This fee is non-refundable.

## 7. Change of Housing Fee Assessment

When students change their housing option from a lesser fee amount to a greater fee amount (for example, when a student changes from twin room to single room or from no housing to dormitory), students must:

- Pay the \$200.00 Housing Change Fee
- Pay any supplemental fees (or the difference between supplemental fees) as noted on the current FLS price sheet.

## 8. Dormitory and Meal Plans

For students that have purchased dormitory housing or a meal plan through the Host College or University, please note that the school cafeteria will be closed or have limited service during University vacation periods. FLS will provide an alternative meal plan during these times.

## 9. Homestay Policies

FLS will not place an individual student in a home with another student with the same native language, unless specifically requested to do so. In the case of group tour programs, group students will be placed in twin accommodations with students from their same group, unless other arrangements are specified. FLS will not place students of opposite genders in the same family.

FLS offers various price ranges for different homestay situations. A 'twin room' placement refers to homes in which two students share the same room. A 'single room' placement refers to a home with two or more students, but where each student has their own room. Single room homestay is only available during specified times of the year. Student can expect to share a bathroom with other international students or family members.

Don't miss out!  
Courses start year round!  
Enroll with FLS today!

Learn more at:

[www.flis.net](http://www.flis.net)

Contact us at:

[flis@flis.net](mailto:flis@flis.net)

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## 10. Homestay Process

I. FLS places each student into his or her homestay upon arrival to the U.S. FLS students that have requested our Airport Pickup Service receive a friendly greeting at the airport upon their arrival in the United States and are taken to their homestay accommodation directly via a comfortable FLS Shuttle Bus.

II. Each student goes through the placement process.

Homestay placements are administered as follows:

A. Family members receive the student's application two weeks in advance of the student's arrival and students receive the homestay family's information in advance of their departure from their home country.

B. Upon arrival an FLS Homestay representative presents the student to the family and conducts a homestay orientation.

C. The homestay family and student thoroughly read an agreement outlining the conditions of the homestay including use of the laundry room, kitchen facilities, meals, telephone, and other details of day-to-day homestay life. Families and students also receive a 24-hour FLS contact number for any urgent situation requiring special assistance.

D. The first seven days of the homestay are a probationary period. Students can change homestay families during this period if they are unhappy or uncomfortable with any aspect of their experience without an additional charge.

E. Upon completion of the homestay assignment, students complete an evaluation form grading the homestay on a variety of categories, including friendliness, meal quality, family interaction, house conditions, etc. These evaluations are used for future student placements.

## 11. Homestay Selection Process

I. FLS operates full 'in-house' homestay services. This means that we do not use outside homestay agencies in our careful selection process or in our homestay administration. FLS maintains a full-time, 'in-house' homestay coordinator at each center to insure direct and prompt attention to the concerns of homestay students and families. The pool of FLS families is contained in a homestay computer database that assists in matching a student's desired homestay conditions (e.g. pets or no pets, children or no children, smoking or no smoking, etc.).

II. Each new family must go through a strict selection process. The family selection process is as follows:

A. We obtain family applicants through referrals from existing FLS families, area churches, and community service organizations (e.g. Elks Clubs, Lions Club, PTA, etc.)

B. Families must complete a detailed application including reference information from relatives, friends, and employers. We contact these references to insure the family's solid community reputation as well as for student security and satisfaction.

C. The FLS Homestay Coordinator visits the homestay applicant for an interview and home inspection. The homestay must be thoroughly clean, comfortable, and secure and the student's room furnished appropriately with a bed, dresser or closet, and a place to study. In addition, the homestay must be within 45 minutes to the student's school by bus.

## 12. Insurance

All international students must hold medical insurance during their stay in the United States. If an applicant cannot provide written proof of insurance before arrival, that student must purchase medical insurance for the duration of his or her stay.

## 13. Payments

Please make all fees payable to FLS International and mail them to: 301 North Lake Avenue, Suite 310, Pasadena, CA, USA, 91101. Wire transfers should be sent to: FLS International Account # 716045067 Transit # 121100782 Swift Code# BWSTUS66 Bank of the West, 2 S. Garfield, Alhambra, CA 91801 TEL: 626-289-5141.

Please indicate the student's name, the date, the amount of the transfer, and the invoice number on the wire.

We also accept VISA, MasterCard, and American Express credit cards as a form of payment.

## 14. Reporting

In order to be activated and registered in SEVIS, F-1 students must report to their FLS International campus in person, and enroll and register in classes. The enrollment process includes paying tuition and completing the student contract.

## 15. Student Behavior

FLS realizes that it can be difficult for students to adjust to new environments. Our advisors are experienced in dealing with these issues and will make every effort to help students cope with stressful circumstances.

However, FLS International reserves the right to expel students from any of its programs for reasons of extreme disregard of school regulations or behavior policies, illegal activities, or inappropriate or illegal use of drugs or alcohol, as defined by FLS International and the Center Director or Program Coordinator at the site.

In the rare occasion that such a situation occurs, a student will first be placed on probation (given a verbal and/or written warning) and the counselor will be notified. A second instance of unacceptable behavior may result in suspension (removal from the program for several days) or expulsion (complete removal from the program and a request that the student immediately return to his/her home country at their own expense).

The decision of FLS International in such matters will be final and no refunds will be issued in such cases.

## 16. Damage to Property

Students must pay the full cost of any damage they cause to property. Damage deposits may apply to certain accommodation options. These are payable upon arrival of the first day of school.

## 17. Photography & Filming

Students agree that photographs, videos, artworks, or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by FLS, or by third party agents, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, FLS will respect their wishes but it is the students responsibility to absent themselves from photographs or video.

## 18. Transportation

Students aged 15 and older should expect to use public transportation to travel to and from school. On occasion, FLS may accept a student under the age of 15 for our programs. In this case, FLS policy is not to permit students under the age of 15 to use public transportation without supervision. Therefore, FLS will arrange alternate, supervised, transportation for these students at an additional cost of \$50.00 per week. Transportation is included with all specialty tour programs.

## 19. Visa Denial

"Visa Denial" occurs when a potential student, who has made payment to FLS, is denied an F-1 Student Visa by the U.S. consulate in his or her home country. In this case, FLS will retain payment for application, accommodation placement, express mail and other applicable fees for services rendered (excluding tuition) not to exceed US \$500.00.

## 20. Waiver Forms

Minor students (under the age of 18) must provide a signed parental consent form, in order to participate in the given activity program and to be able to receive medical assistance if needed.

## 21. Visitations

For minor students (under the age of 18) who intend to arrange a visit with relatives during their FLS program, the student's parent or guardian must complete and sign a Family Visit Authorization form. This form may be obtained upon request from any FLS staff member or agent.

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Prices and schedules are subject to change throughout the year.