



# HIGH SCHOOL **IN CANADA**

## INDIVIDUAL STUDENT & PARENT CONTRACT

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This agreement is made between:

### Canadian International Student Services (CISS)

Company name	Canadian International Student Services Inc.
Address	415 Yonge Street, Suite 1201
City and Province	Toronto, Ontario
Postal Code	M5B 2E7
Country	Canada
Website	www.cisscanada.com

Main Contact	Janet Stvan
Telephone	+1 416-898-8139
Email	jstvan@cisscanada.com

### Client

First and last name of student	
Name of Parent(s) / legal custodian	
Contact details of Parent(s) / legal custodian (Address, telephone, email)	



# HIGH SCHOOL IN CANADA INDIVIDUAL STUDENT & PARENT CONTRACT

Please review the following information about the CISS High School programme.

- Parent = natural parents, custodian, guardian, legal representative for the child
- Partner organization = placing organization in selected exchange destination
- CISS = Canadian International Student Services & MLI (Muskoka Language International) + partners MLI Homestay and each school board/school district under contract with CISS.

## PROGRAMME SUMMARY

This CISS programme is designed to provide students with an enriching educational and cultural experience, to offer a new perspective and help students to develop new skills that will help them with their future endeavors. Learning doesn't just happen in the classroom. An academic programme in Canada provides students with a holistic experience – lessons and friendship that will last a lifetime.

Regardless of the duration of study - 10 months, 5 months, or short-term, the experience should not be viewed as a holiday programme. Students are expected to participate in daily life with their host family and focus on all academic and social aspects at school. The student should focus on establishing a strong and meaningful connection with their host family, local coordinator, school and friends.

## SUPPORT

For the duration of their time in our programme, students are provided a CISS advisor who will maintain communication with them throughout their stay. Communication may include: phone calls, emails, online messages as well as two personal visits per 5 month term. Students are also under the watch of a local area coordinator who will monitor the homestay satisfaction, and provide opportunities for all CISS students in their region to come together for occasional activities. It is crucial that the participant maintains an active line of communication with their CISS advisor, and advocates for him or herself while on the programme. We want all students to have a great experience, but we need students to advise when they are unhappy or unsure of any situation.

CISS also provides a 24/7 emergency phone line should a student or host family require emergency assistance.

## SCHOOL

The student will be enrolled in grades 9-12 in a secondary school (or in select cases, a grade 7 or 8 in a middle school). The designation of the year level the student will attend and class schedule is solely at the discretion of the school in which the student is enrolled, and typically corresponds to the birth year of the student as well as the last grade completed in their home country.

Course selections will be based on required needs of the student for covalidation back in their home country, on student interest and on availability in requested classes. Each student is provided a unique timetable based on the course requests. Canadian students submit course requests in the spring of the year prior, based on diploma requirements, interests and on post-secondary goals. Students change classrooms, teachers and peers for each class. International students may be offered the option

to pre-select courses or may receive their options in their first day at the school. Students are required to attend all classes and complete all assignments and homework while abroad.

**Important: specific courses are never a guarantee and participation in the programme must not be predicated by demands to be in select classes. CISS will only advocate for enrolment in courses required for covalidation.**

## Canadian Age to Grade equivalency

CISS accepts:		2024-25 SCHOOL YEAR	
AGE	BORN IN YEAR	ON, BC, AB GRADE LEVEL	QUEBEC GRADE LEVEL
12	2012	Grade 7	Form I (Cycle I)
13	2011	Grade 8	Form II (Cycle I)
14	2010	Grade 9	Form III (Cycle I)
15	2009	Grade 10	Form IV (Cycle II)
16	2008	Grade 11	Form V (Cycle II)
17	2007	Grade 12	CEGEP (2 years) Out of scope

## General English proficiency require by Grade

Students may be accepted with lower proficiencies, but may be required to be in ESL support schools or programmes.

	IELTS	ELTiS 2.0	CEFR (reference)
Grade 7/8	3.0		
Grade 9	3.0-4.5	Level 2	
Grade 10	3.5-4.5+	Level 3+	B1+
Grade 11	5.0-6.0+	Level 4+	High B1/B2
Grade 12	6.0+	High Level 4 - Level 5	High B2/C1 C level may be required in select schools

## Academic Credit

Credit for courses taken will be granted provided the student completes the full course curriculum (either 5 months in a semester-based school or 10 months in a linear school). The student must complete all required course work, assignments, tests and write the final course exam. A minimum of 50% is required for a credit to be granted (in some schools, this minimum is 60%). Approximately 2-4 weeks following departure, the official school transcript will be available. CISS will forward this document to you.



# HIGH SCHOOL IN CANADA

## INDIVIDUAL STUDENT & PARENT CONTRACT

### Covalidation

Covalidation is a formal process by which the courses studied in Canada are legally recognized by the Ministry of Education in the student's home country. Families should consult their Ministry of Education prior to application. If you are from a country that requires an officially covalidated transcript (ie. Brazil, Colombia, Italy, Mexico, Spain), CISS will arrange for all required validations necessary in Canada; you will be responsible for all processes in your home country.

Canada is not a member of the Apostille Convention of 1961. The covalidation process therefore requires stamps of authenticity from both the Global Affairs office in Ottawa as well as the Embassy/Consulate in Canada for the student's home country. The process to obtain all necessary approvals can take between 10-16 weeks. It is not within CISS' power to expedite the process.

**Covalidation Costs:** the cost of the covalidation process is included in our programme fees.

**Extra costs:** extra fees will be charged if official translations are required by the Embassy/Consulate of the student's home country in Canada. Charges for the translation will vary depending on the number of documents required. CISS will advise any costs prior to submitting documents for translation.

### GRADUATION FROM HIGH SCHOOL

Canadian schools may consider placing an international student on a diploma pathway, allowing the student to complete the requirements for, and obtain a high school diploma from the school/province. The pathway for this has specific requirements, which vary by province.

In general, for CISS to consider the request for a diploma pathway, the following criteria must be met:

- Student must have a high level of English proficiency
- Student must have a stable and solid academic record
- Student must be willing to spend 2+ years in a Canadian school and be of appropriate age for each grade (ie. arrive for grade 11, and stay for grade 12)
- Student must complete and pass ALL mandatory courses, exams and volunteer hours as required by the diploma requirements established by the provincial Ministry of Education

**All requests for a diploma pathway are subject to review by the school.** The school must be satisfied that the student has taken equivalent courses in their home school to meet the pre-requisites for requested courses. Students with extensive ESL needs will require extra consideration.

### One-year diploma requests

Requests for a diploma pathway in just one school year (final year/grade 12) are not generally possible. Students with this request must be exceptional students, with an advanced level of English proficiency and a high academic standing (80%+). Students must have been taking core academic classes including grade 11 equivalent English, Maths, Sciences. One-year pathway requests are always subject to review by the school and can only be granted if the school is able to provide all necessary diploma courses for the student. Additional summer school classes may also be a requirement. This request is not possible in all provinces.

**At no time can CISS guarantee the granting of a diploma simply through enrolment in our programme. Diploma pathways are challenging. CISS will work with the school to provide the correct courses where possible. Success is the responsibility of the student.**

### POST-SECONDARY STUDIES IN CANADA

**\*\* OUTSIDE OF CISS PROGRAMME SCOPE \*\***

Canada offers many highly respected post-secondary institutions, including universities, colleges and apprenticeship-work programmes.

**CISS DOES NOT ASSIST WITH POST-SECONDARY PROGRAMME APPLICATIONS.**

**STUDENTS MAY APPLY INDEPENDENTLY AFTER THEIR CISS HIGH SCHOOL PROGRAMME ENDS**

I/we, the undersigned student and parent, acknowledge and understand the programme summary and agree to the aforementioned academic programme components and expectations.

\_\_\_\_\_  
Name of student

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of parent (1)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of parent (2)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# HIGH SCHOOL IN CANADA INDIVIDUAL STUDENT & PARENT CONTRACT

## HOMESTAY EXPECTATIONS

### Homestay

During the programme, unless otherwise stated, the participant will be placed with a host family in the local community selected for study.

A detailed screening process is employed by CISS and partner MLI Homestay, to ensure that, to the best of our abilities, the host family and student represent the best possible match. Based on years of experience and a guided process, host families are selected based on a number of factors including but not limited to: motivations, similar interests, location, ability to share their culture and home, and most importantly, ability to provide a supportive home environment for the student. All host families undergo a screening process including an application, an interview of family members, a home visit and evaluation. All adults over the age of 18 living in the home must submit to a police screening (vulnerable sector check).

Host families represent various compositions in the host community and in Canada. Host family compositions include but are not limited to the following: “nuclear family” (mother, father, plus children), single parent with children, empty nesters (older couples or singles who have older/grown children), couples (de facto or married) of any age with or without children, blended families, and more. Students may be placed with another international student. In this case, each student is guaranteed a private bedroom, and the other student will be of same gender and different mother language.

Host families must reside in the catchment area of the school as dictated by the school board. The home may be in an urban area, in the suburbs or rural areas outside the city. The student’s commute will be no more than 45 minutes by either public transit or school bus (if applicable). Where the family lives close to the school, the student may have the option of walking. A profile of the selected host family will be forwarded 3-8 weeks prior to arrival.

The host family selection process is customized for each individual applicant. CISS and MLI Homestay concentrate their efforts on intensive screening for the host family that is best suited for your son/daughter. We trust their expertise to select a good match and as such you will not be provided with a choice of host family. The host family selected for the student will be the final placement, unless a major allergy or other serious issue has been overlooked that would compromise the placement. CISS employs local coordinators in each community or region who monitor the student and host family.

### If problems arise:

Your child is expected to be open-minded about their new family since the environment may be different from what he/she is used to. The family is expected to welcome the student into their home and treat him/her as a member of the family. Instances may arise where a change of family is requested either by the student, yourselves as natural

parents, or the host family directly. CISS investigates all issues, challenges, complaints and feelings of unhappiness. Where possible, our staff will attempt to mitigate and resolve the issues. If a change of family is required, CISS will communicate with you about the situation.

In cases where a new family is not immediately available and student health or safety is at risk, CISS will secure a temporary respite family until the move to the new host family is arranged.

### Important:

1. In accordance with the Canadian Charter of Rights and Freedoms CISS does not consider ethnic background, cultural or social structure of the family, size of home, distance from school, or desire to be closer to a friend as valid reasons for requesting a move to a new family.
  2. Students insisting to move with no apparent problem or just cause, or requiring a move because of misbehaviour causing stress within the host family, will be charged the costs of the move and for any unpaid expenses owing to the family.
  3. In cases where a change of host family is required because the student misrepresented him or herself on the application form, a fee will be charged for the host family change, in addition to any unpaid expenses owing to the family. This applies once the student has already arrived in Canada. CISS strongly urges that the host family profile be fully reviewed prior to arrival.
- An example of misrepresentation includes:
- not advising of a pet allergy, resulting in a placement in a home with pets, then requesting a change of family for this reason
4. The public school placement is often determined by the location of the host family. Host family change requests will be made with all efforts to keep the student in the same school to avoid disruption of programme. However, in cases where a new host family within the same school area is not possible, CISS will advise of new family and school options prior to confirming the move.

### Summary of “Change of Family” fees:

Family change due to valid non-suitability of host family	no charge
Family change arising from student non-compliance of CISS rules/policies and/or general misbehaviour or inappropriate behaviour	\$350 CAD
Family change on request of student or natural family without valid reason	\$500 CAD
Family change resulting from misleading application information (ex. non-disclosure of allergies, claims of being non-smoker)	\$500 CAD

### Host Families and their Roles


The host family is expected to provide the same care and support as they would for their own child/children in addition to sleeping accommodation in a private bedroom and meals at the home.

Other areas in the home, including the bathroom(s), kitchen, living room, TV room etc. should be expected to be shared family space.

Host families accept international students into their home as members of the family, not as a guest. As such students are required to participate in host family life, abide by the rules, curfews and lifestyle that the host family sets for their own children and for the student. As a member of the family it is expected that the student will participate in family life and behave in a way that is respectful to the culture and values of their host family. The student must make all attempts to adapt to the host family. The socioeconomic profile and family composition may differ from that which participants are used to and cultural differences will be evident in the family schedule and functioning. It is important that students adapt to their host family. Host families are not required to provide entertainment, activities or sightseeing trips for participating students. Any families who do offer these activities do so at their own discretion. The host family's main priority is to provide a safe and caring home environment.

### Expectations:

- Host families are expected to include the student in their daily family life and make the student feel like a member of the family
- It is not a realistic expectation that families spend all their time with the student, but families are encouraged to interact with the student on a daily basis, especially during meals
- The student is expected to interact with the family, and to do his or her best to become a part of the family, not treat the family as a hotel
- Students should assist with small household chores, keeping his or her room tidy and taking meals with the family - especially dinner and weekend meals
- Students are expected to respect all rules and customs of the host family



"nuclear family"  
(mother, father, children)  
or  
"blended family"  
(second marriage with children from previous marriage who may or may not live full time in the home)



single parent with child/children



single adult retired or working with no children in the home.  
Single hosts will often have extended family that is an active part of their lives.



couples with no natural children  
or  
"empty nesters" - couples or singles who have older/grown children no longer in the home



Same-sex couples - with or without children in the home  
*\* Please advise if this is a serious concern for your family*

- Bathroom facilities are typically shared by other family members. Clients/students should NOT expect to have a bathroom attached to their bedroom or for their own personal use. **If the student does have a private bathroom, the student is responsible for cleaning it.**

### Meals:

- 3 meals daily are provided by the host family
- Meals should be eaten together as a family when possible - especially dinner.
- **Meals are always provided but not necessarily served!** Students may need to make some meals for themselves, with food provided by the family (for example: breakfast or lunch)

I/we, the undersigned student and parent, acknowledge and understand the program summary and agree to the aforementioned host family outline and expectations.

Name of student	Signature	Date
Name of parent (1)	Signature	Date
Name of parent (2)	Signature	Date



# HIGH SCHOOL IN CANADA PROGRAMME REQUIREMENTS

The following programme requirements and the fulfillment of these requirements are the responsibility of the student/parent. The programme requirements outlined below are not inclusive and other requirements may be assigned to the student.

## STUDENT EXPENSES

Students are responsible for providing personal spending money while on exchange. We advise approximately \$300-\$400 Canadian dollars each month to cover personal expenses such as phone calls, leisure and entertainment activities, personal hygiene items, public transportation, school fees, and any extracurricular activities or optional trips. Some destinations may require greater monthly funds.

Students are required to have sufficient funds to support themselves while in Canada. We recommend students have use of a credit card, or that they open a Canadian bank account that can be maintained by the natural parents. Host families can monitor student spending but are not responsible for providing an allowance or for strictly controlling the spending of the student.

## AIRFARE

The student/parent is responsible for booking all airfare and travel to/from Canada. The student must travel and arrive independently at their designated airport. Airport meet and greet + ground transportation to/from the host community is included in programme fees. CISS will provide the flight booking dates and preferred arrival times for the student at least 4 weeks prior to departure. If the student/parent should book a flight outside the CISS guidelines, CISS may levy additional fees for extra support.

## DIETARY REQUIREMENTS

Should the student require specific or supplementary food due to restricted or differing dietary requirements due to allergies, intolerances or personal dietary choices including but not limited to gluten free, vegetarian, or vegan diets the student/parent(s) is responsible for additional food costs. A dietary surcharge of \$200-\$300 Canadian dollars per month will be required to supplement the grocery shopping of the host family. Note that limitations to diet may result in a longer application process as the selected host family must be willing and capable to support the student's needs.

## PASSPORT AND VISA

All students must hold a valid passport with at least 6 months remaining upon return from the programme.

All visitors arriving by air must obtain an eTA (electronic Travel Authorization) to enter Canada: [www.cic.gc.ca/english/visit/eta.asp](http://www.cic.gc.ca/english/visit/eta.asp)

Visitors from select countries are required to obtain a **Temporary Resident Visa (TRV)**. For a complete list of countries please consult the Canada Immigration and Citizenship website: [www.cic.gc.ca](http://www.cic.gc.ca)

Students with a study term of 6 months or longer are required to have a **Study Permit**. This may be in addition to the TRV. CISS is not an immigration consultancy, so we are unable to provide information, advice or support for this process. Please consult the CIC website, visit the website for the Canadian visa office in your region or consult with a registered immigration assistance organization or lawyer. **Students without the proper documentation upon arrival in Canada risk being denied entry to Canada!**

**Study in Québec:** in addition to any required visas for entry to or study in Canada, the province of Québec - including Montréal and the Laurentian Region, also requires their own study permit called a CAQ. CISS can assist with this application (additional fees apply). Please add approximately 8-12 weeks onto the total time for application, as the CAQ must be obtained first, prior to applying for the Canadian study permit.

## COVALIDATION

The natural parent is responsible for advising of necessary courses mandated by their local/provincial or national Ministry of Education to ensure that their child receives the appropriate recognition for their study in Canada. It is the natural parents' responsibility to communicate these requirements to CISS at time of application, and to continue the covalidation process in their home country after CISS provides the authenticated transcripts/documents as per the previous outline.

I/we, the undersigned student and parent, acknowledge and understand the aforementioned programme requirements and parental and student responsibilities relating to student expenses and provisions, dietary requirements, airfare bookings, passport and visa requirements and research, and advising necessary covalidation course requirements.

_____	_____	_____
Name of student	Signature	Date
_____	_____	_____
Name of parent (1)	Signature	Date
_____	_____	_____
Name of parent (2)	Signature	Date



# HIGH SCHOOL IN CANADA PROGRAMME FEES & INCLUSIONS

## INCLUSIONS IN PROGRAMME FEES

### Application Process:

- Assistance with school selection based on student preferences and requirements
- Review of application and supporting documents to ensure all requirements are completed as outlined by the relevant school(s)
- Application for up to 2 additional schools, should the first attempt at admission not be successful
- Coordination of entrance testing if required
- Coordination of student interviews by phone or other online communication methods
- Assistance with securing health coverage either through the school (if required) or through CISS (if requested)

### Homestay & Well Being

- Homestay Accommodation
- Accommodation arrangements with a Host Family, carefully screened and selected by our Homestay division - MLI Homestay. For the majority of placements CISS does not out-source the homestay selection, unless required to use school-board selected families.
- Private bedroom in family home with a bed, dresser, closet and quiet space for study + 3 meals daily
- Dedicated Homestay Coordinator in each community or area to monitor the progress and satisfaction of both the student and the host family
- Monitoring - visits or calls to the student by the Homestay Coordinator throughout the programme

### Custodianship, Monitoring & Other Services:

- Canadian Custodianship including notarized document
- Dedicated local coordinator for the duration of the programme
- 24 hour emergency service
- 2 airport transfers: Arrival (including meet & greet) and final departure; students must arrival/depart from designated airport and within designated times
- Welcome package including Student Handbook outlining communication, social and behavioural expectations, and all relevant contact details
- Advocacy with school to ensure appropriate courses are selected to meet covalidation needs
- Student Monitoring – local coordinator visits/video check-ins with the student twice per semester
- Reports to advise on integration in school life, general well-being and health, and academic progress.

- Regular contact between local coordinator and student by text, chat, email, telephone, and/or other online communication methods
- Assistance with arrangements for ESL support or other academic tutors (as required/if possible/extra fees may apply)
- Student Advocacy - CISS will act as an advocate for the student in the event of incident or issue with the school or local authorities
- Collection of interim and term school reports, sent to natural parents
- Covalidation of final transcripts upon completion of the school semester or academic year (if required). Translation if requested is not included and will be charged extra.

### EXCLUSIONS FROM FEES:

- Airfare, TRV, Study Permit & eTA
- Medical insurance (options to purchase through CISS / some schools will require purchase through school or school board )
- Minimal student fees payable to school for sundry items such as student card, social activities, yearbook etc. Estimate: \$50-\$100 CAD payable to the school by the student on first day. All students (even Canadians) pay this. Quebec schools charge \$350-\$400 CAD
- School supplies – notebooks, pens, paper etc (students do not need to purchase textbooks. These are usually provided to the student at no cost as long as text books are returned in same condition. Replacement fees may apply for lost or damaged books)
- Gym uniform (Tshirt, shorts) may be required if the student takes a physical education class: approx. \$20 CAD
- Daily school uniforms – only if attending an Ontario Catholic School, public schools in Montréal, private schools or any school that we advise requires a uniform.
- Winter clothing (as/if needed)
- Public Transit fees (if available/if applicable)
- Personal shopping & Personal entertainment
- CISS trips/activities
- Intensive ESL classes if required to meet language requirements (and if not offered at no charge by the school)
- Supplementary dietary needs / food surcharge: \$200-\$300 CAD per month
- High level sport/activity fee: for students who choose to enrol in an intensive sport or art activity that requires more attention, chauffeuring or other demands on the host family outside of what is otherwise considered normal hosting duties: \$100 CAD per month

**CISS recommends an average of \$300-\$400 CAD/month be budgeted for personal spending**

I/we, the undersigned student and parent, acknowledge and understand and agree to the aforementioned programme fees, inclusions and exclusions.

\_\_\_\_\_  
Name of student

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of parent (1)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of parent (2)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# HIGH SCHOOL IN CANADA

## ACCEPTANCE, PAYMENTS & CANCELLATIONS

CISS reserves the right to modify, alter and limit any aspects of the programme, as it deems necessary to ensure it meets school board guidelines and visa regulations.

### ACCEPTANCE

After submitting the application, the CISS registration team will review it to ensure that it is complete. Any missing documentation will be required prior to our ability to submit to a school district. We will also note any concerns and may recommend alternate placements based on student's English or Academic proficiency.

You will be notified via email of a conditional acceptance by the requested school/school district, as well as any conditions to the acceptance (ie. need to take intensive ESL study prior to arrival).

Should the student not be granted acceptance at their first placement choice, CISS will advise of alternate options. We permit requests for up to three schools within a school board/district; school district reserves the right to confirm school choice.

### PAYMENT SCHEDULE

With application	\$550 CAD non-refundable application fee is required at time of application. CISS will forward invoice which will contain payment options.
Following the email notification of acceptance, CISS will provide a second invoice for the balance of the programme fees.	60% of programme fees is required within 60 days of invoice* <i>Applies to applications received prior to April 1 (September arrival) or October 1 (February arrival). For later applications, CISS will advise of payment deadlines.</i>
Balance of programme fees	June 30: for September start** November 30: For February start

\*Some schools/school districts have a much earlier payment requirement which will be advised at time of application.

\*\*If a letter stating that Full Fees have been paid is required for Study Permit application, final payment will be required earlier.

The 60% payment is required prior to CISS releasing the official school Letter of Acceptance and the notarized custodial declaration.

With the balance payment and no earlier than 8 weeks prior to arrival, CISS will release the homestay profile.

### CANCELLATION POLICY

If cancellation occurs:	Penalty:
Upon application	<b>\$550 CAD application fee is non-refundable</b> regardless of cancellation date or reason, including those caused by a force majeure (ie. Covid-19)
After payment of programme fee and/or receipt of Letter of Acceptance:	<b>+ 40% of the programme fee</b> is non-refundable.  <b>Exceptions are the following which may be higher, as much as 55%</b> BC: North Vancouver, Comox ON: Peel Region, Simcoe Region, Toronto Catholic  Return of original Letter of Acceptance and notarized Custodial Declaration required
Within 3 weeks prior to arrival in Canada:	<b>+60% of CISS programme fee</b> Return of original Letter of Acceptance and notarized Custodial Declaration required
After arrival in Canada:	Voluntary Withdrawal OR expulsion from programme due to inappropriate student behaviour/disregard for programme rules or Canadian laws: <b>No Refund</b>  Medical or other Emergency: CISS will assess each situation. Any compassionate refund is at the discretion of CISS and the school, dependent on the reason and/or situation.
In cases where Study Permit or TRV is denied	(official letter/notification from the Canadian Visa office must accompany request to cancel for this reason)  <u>Penalty:</u> <ul style="list-style-type: none"> <li>\$500 CAD application fee is non-refundable regardless of cancellation date or reason.</li> <li>+ \$350 CAD if the host family profile has already been provided</li> <li>+ Up to \$1,000 CAD penalty from school board (varies by school).</li> <li>Remainder of fees paid will be refunded.</li> </ul>





SPECIAL Postponement	Requests to postpone the application to a subsequent semester or school year without or with minimal penalties - <u>in the SAME school district</u> - will be assessed on a case-by-case basis.
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### PROGRAMME TERMINATION AND/OR EARLY PROGRAM RELEASE

In the event the study programme is terminated early due to a voluntary withdrawal and/or student request, no refund will be granted except in cases of severe medical or family emergencies. Such cases will be assessed case-by-case by CISS. Student/parents are responsible for any associated costs resulting from changes of booked flights or similar.

### PROGRAMME TERMINATION DUE TO UNFORESEEN CIRCUMSTANCES

In the event the study programme is terminated early due to unforeseen circumstances beyond the control of CISS, its affiliates, the school or the school board, including but not limited to a natural disaster, prolonged teacher or administration strike or work action etc, CISS will arrange for a partial refund that reflects that student's duration in Canada and time remaining in the programme. Refund will also be subject to refund compliance of the school board.

Should a force majeure cause learning to move to an online platform with the option to continue studies online either in Canada (as per local students) or in the student's home country, there will be no refund of tuition fees in the event that the student opts to return home and terminate the remainder of their school year. Should a student not be presented with the opportunities to continue their studies online, refund of any tuition fees will be at the discretion of the school/school board.

### PROGRAMME NON-COMPLIANCE

In the event the study programme is terminated due to student non-compliance with the CISS study abroad rules and regulations set out in the student application form and said Letter of Understanding and Agreement, no refund will be granted. The student will immediately be released from the programme and returned home at a cost to the student/parent.

In the event a student does not adequately prepare for the programme or achieve the programme requirements including but not limited to un-met financial responsibility for personal spending monies, visa or passport requirement, airfare booking, non-payment of programme fees, failure to successfully pass a course, failure to achieve requirements for a diploma, and/or any other required elements stated for a successful exchange, CISS may at its discretion cancel the programme at a cost to the student/parent and/or withhold final transcript/reports and/or hold the student/parents responsible for change fees.

I/we, the undersigned student and parent, acknowledge and understand and agree to the aforementioned acceptance, payment schedule, levy, cancellation, alteration, termination, early release and non-compliance information.

\_\_\_\_\_  
Name of student

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of parent (1)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of parent (2)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date