

# TERMS & CONDITIONS

## ENROLMENT

1. Complete your enrolment form through the following link – [LEXIS KOREA Online enrolment form](#)
2. If you have studied Korean in the past required to complete our Korean pre-test through the following link – [Online pre-test](#)
3. We will acknowledge receipt of your application and issue an invoice. This will generally occur on the business day following receipt of your application.
4. It is strongly suggested that all students obtain relevant insurance cover prior to travelling to Korea.
5. When you receive your invoice, please make full payment of your fees in Korean Won, including all optional service fees. Payment may be made either via bank transfer or credit card.
6. Please be advised that you are required to make full payment 4 weeks prior to your course commencement date to confirm your place. Our bank details are provided on the invoice.
7. Please notify us immediately of any changes to your proposed course start date by contacting [enrol@lexiskorea.com](mailto:enrol@lexiskorea.com)
8. Lexis Korea may make reasonable variations to the delivery of programs (e.g. course times, teachers, timetables, classrooms). Students will be provided with reasonable advanced notice should this occur.

## ACCOMMODATION, CARER & AIRPORT PICK-UP SERVICES

1. If you wish to use our Accommodation service, you should apply at least 4 weeks before your intended arrival date in Korea to allow us adequate time to find the most suitable accommodation for you.
2. If you require for us to arrange or approve a guardian for students under 19 years old, we require at least 4 weeks' notice.
3. Kindly provide us with your flight details (i.e. flight number, date & time of arrival) at least 4 weeks before you arrive.
4. We will aim to confirm your accommodation and airport pick-up (if requested) details 2-4 weeks prior to your arrival.
5. Please note that if you provide us fewer than 48 hours notice to any changes made to your flight details, we are not able to guarantee that we will be able to make the necessary changes to your airport pick-up and / or accommodation arrangements. This could result in you having to incur additional costs.
6. We will not be able to guarantee that accommodation can be arranged at short notice. If we receive a last minute service request for accommodation, we reserve the right to temporarily place you in a hotel at your own cost upon your arrival in Korea, until we are able to secure your accommodation for you.

## PUBLIC HOLIDAY

1. Lexis Korea will be closed on public holidays.
2. If the Monday is a public holiday, the start date will fall on a Tuesday.

3. If a holiday falls on a weekday there is no refund nor are missed lessons compensated. Kindly be assured the full week of content is still covered during such weeks.

### **CANCELLATION AND REFUND POLICY**

1. In the absence of any agreement to the contrary, your place in any of Lexis Korea's course(s) and additional services will not be confirmed until fees are received in full and our bank has confirmed receipt of your payment.
2. Cancellations are not effective until they are received in writing and addressed to [enrol@lexiskorea.com](mailto:enrol@lexiskorea.com)
3. The registration fee is not refundable.
4. If you are not granted a visa, all fees except the Registration Fee will be refunded within 4 weeks of Lexis Korea receiving written notification.
5. If you cancel your course 28 days or more before your course commencement date, all fees received except the Registration Fee will be refunded.
6. If you cancel your course fewer than 28 days before your course commencement date, a cancellation fee of 20% of paid tuition fees will apply. All other fees except the registration fee will be refunded.
7. No tuition fees will be refunded if you advise us of cancellation on or after your course commencement date.
8. If you defer the date of commencement of your course, then proceed to cancel your course prior to the new commencement date, the cancellation policy will apply from the initial course start date and not the deferred start date.
9. The Accommodation Placement Fee and/or Airport Transfer Fee are not refundable if you cancel the service fewer than 2 weeks before the scheduled date. You may also be liable for 2 weeks of the accommodation fees if a replacement student cannot be found. No refund of the initial 4 weeks accommodation fees will be made if you leave the accommodation during that period.
10. Where we do not offer an advertised course, or withdraw the delivery of the course prior to its completion, you will be offered, within 2 weeks, a refund of the unused portion of the course fees paid to that date. Alternatively, you may be offered a suitable alternative course at no extra cost. You have the right to choose a refund or the offer of placement in another course. Acceptance of any offer must be confirmed in writing within 30 days of the offer being made.
11. Applications for refunds must be made in writing and addressed to "The Registrar – Lexis Korea".
12. Any refunds payable under this policy (with the exception those payable under Clause 10) will be made within 4 weeks of receiving the written refund application.
13. Refunds will only be paid in the same currency in which the fees were received, and paid to the person who entered into the contract. We require written approval from the student if the refund is to be made to another party.
14. Lexis Korea may make reasonable variations to the delivery of programs (e.g. course times, teachers, timetables, classrooms). Students will be provided with reasonable advanced notice should this occur and will have the opportunity to access the internal complaints and appeals process should they feel disadvantaged by such variation, should it occur.
15. In all cases of suspension and/or expulsion due to non-compliance with the

Student Code of Conduct, no refund of monies paid to the College will be made unless required by law.

16. Requests to change the course could be approved only at the discretion of management with a payment of 100,000 Korean Won of Course Change fee.

17. These regulations may be waived only in exceptional circumstances by the Executive Management of the college at their absolute discretion.

## **PRIVACY POLICY**

Lexis Korea is committed to protecting your privacy and complying with legislation governing the handling of personal information. By enrolling to Lexis Korea, the student is agreeing that the personal information collected will be used only for Lexis Korea's purpose.

### Collection of Personal Information:

- Student Information provided during enrollment, including student name, contact details, address, personal identification and emergency contact information.
- Information provided through emails, phone calls, or other forms of communication.
- Information collected through surveys, feedback forms, or evaluations.

### Use of Personal Information:

- Academic purposes: Managing student enrollment, scheduling classes, and maintaining academic records.
- Communication: Sending updates, announcements, and other relevant information to students and parents.
- Improvement of services: Analyzing feedback to enhance the quality of educational programs and services.
- Compliance with legal obligations: Fulfilling legal requirements and obligations imposed by South Korean laws and regulations.
- Promotional use : photographs or videos taken during the course and testimonials may be used for promotional materials such as brochures, handbooks, websites and SNS channels without further notification.

### Protection of Personal Information:

Lexis Korea implements appropriate technical and organizational measures to protect personal information against unauthorized access, disclosure, alteration, or destruction. Measures include encryption, secure storage systems, and restricted access to personal data

### Changes to this Privacy Policy:

Lexis Korea reserves the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting on Lexis Korea's website or other appropriate channels.

Contact Information:

If you have questions or concerns about this Privacy Policy or Lexis Korea's handling of personal information, please contact us at [privacy@lexiskorea.com](mailto:privacy@lexiskorea.com).