

## Terms and Conditions

### 1. Enrollment and registration deposit

All students/clients must fill out the registration form online and pay the registration deposit to enrol in any of PES's courses. A registration deposit of 25% of the total tuition is due at the time of registration. After receiving the registration deposit, the student/client will receive a confirmation of enrollment letter and the invoice of the balance due. The invoice must be paid in full at least 14 days before the start date of the training. However, PES does accept late registrations on a case by case basis and reserves the right to either accept or reject them.

### 2. Registration dates

The student/client is advised to register and pay for any course well in advance to avoid any complications, especially if a visa is required. The student/client may be permitted to register after the commencement of a course. Please inquire at [training@pro-englishservices.com](mailto:training@pro-englishservices.com). Although PES accepts registrations all year, the student/client is advised to enrol at least 30 days before the commencement of any course.

### 3. Rebooking

In the event the student/client must rebook a course, the student/client must pay a \$150.00. Please send your rebooking requests to [training@pro-englishservices.com](mailto:training@pro-englishservices.com).

### 4. Visa

In order to issue the letter of acceptance required for visa purposes for some countries, 100% of the total cost of the tuition must be paid. If the visa is refused, a full refund minus the 25% deposit will be reimbursed.

### 5. Acceptable forms of payment

- By check
- By interact e-transfer
- By bank transfer: The student/client may pay by international bank transfer. The relevant bank information is given on request. The student/client may request it here at [training@pro-englishservices.com](mailto:training@pro-englishservices.com). The student/client accepts all related fees of the bank transfer.
- By credit card: The student/client may pay by credit card using safe and secure PayPal. The student/client accepts an additional 3% fee for each transaction.

### 6. Course cancellation by PES

PES reserves the right to suspend or cancel any training sessions for any reason. In the unlikely event that this occurs, the student/client shall receive a full refund of any unused part of the tuition. Tuition for any training already rendered is not reimbursed.

### 7. Course cancellation by student/client

The student/client is permitted to cancel the course before the start date and receive a full refund of the tuition minus the 25% registration deposit. After the commencement of the course, the client/student shall not receive any reimbursement of the tuition should he/she chooses to cancel the training.