



Supported Jobs with The TEFL Institute Ltd - Terms and Conditions

General Supported Job Policy

The general policy follows these underlying points:

If you have paid for a supported job package with an installment plan please refer to The TEFL Institute Ltd's installment payment terms and conditions.

It shall be your own responsibility to ensure that any products, services or information available on or through this website meet our particular requirements. Should you enrol on a supported job and you do not meet the requirements you will not be issued a full refund as this is your own responsibility before booking.

We recommend having your application form sent into us for review within 3 working days of your booking, the maximum timeframe for submitting the application is 10 working days. A Late application fee after 10 working days is subject to the initial cost of the program.

You are entitled to a full refund minus a \$50 USD / \$50 CAD / £50 GBP / €50 EUR / \$50 AUD / \$50 NZD administration fee within 14-days of payment. If you have enrolled onto the TEFL course as included in supported job packages, this cost is subject to the course terms and conditions.

Once your application has been submitted by you and sent by our recruitment team to our in-country partners, you are not entitled to a refund. This is true even within the 14-day period. This does not affect your consumer rights as use of services has now taken place. Once the applicant has passed the application submission process and has been invited for an interview with our in-country partners this will be considered a "withdrawal refund" should they not want to continue.

*If your application for the supported job is submitted but gets rejected by the supported job provider, you are entitled to our "rejection refund", outlined in our terms and conditions. You will receive a full refund minus 50% of the full price of the TEFL training courses included in your package. You will retain full access to this course. This also depends on what grounds you were rejected for.

In the event of an "unforeseen circumstance", refund requests will be managed on a case-by-case basis. Please note The TEFL Institute Ltd's is under no obligation to refund.

Deferrals to the next start date or an alternative placement will be subject to a \$150 USD / \$150 CAD / £150 GBP / €150 EUR / \$150 AUD / \$150 NZD deferral fee.

If you are outside of the 14 day money back guarantee, you have not yet sent through your application or had no interview with our partners and you do not wish to go ahead with the supported job to a later start date then you are not entitled to a refund. In some cases, a free deferral can be given.

Note: From August 1st 2019, the above policies do not apply to The TEFL Institute Ltd's Vietnam internship program. The refund and cancellations policy for this program is as follows: if an applicant has submitted his/her application form within the 14-day cooling off period or in the case that an applicant has been declined from the internship program an application fee of \$300 USD / \$300 CAD / £300 GBP / €300 EUR / \$300 AUD / \$300 NZD applies. Standard cancellation policy applies for this program, whereby no financial refund is available if an applicant withdraws outside of the 14-day cooling off period or after acceptance to the program.

As of the 12th June 2021, the above conditions apply to all our Internship placements in Asia.

The TEFL Institute Ltd cannot be held liable for any additional costs outside of the supported job package. This includes flights, visas and documentation.

Definitions:

“Rejection Refund” – Partial refund: The total paid by the applicant minus 50% of the Full price of the TEFL course(s) included. If the course is not included and the applicant is part of the TEFL alumni, the refund will be investigated on a case by case basis.

“Withdrawal Refund” – No Refund available. A refund of \$0 USD / \$0 CAD / £0 GBP / €0 EUR / \$0 AUD / \$0 NZD.

“Unforeseen Circumstance” – Full or partial refund, depending on the circumstance. Unforeseen may include but not limited to severe weather conditions, warfare or pandemics. They DO NOT include a change in career, weddings or events or any circumstance similar. If you have been affected by a bereavement or a serious illness diagnosis of an immediate member of your family within your intended start date and you do not wish to travel, we may provide a refund upon application.

Immediate family members defined by The TEFL Institute Ltd:

- Spouse
- Civil Partner
- Children (including adopted/step children)
- Parents (including step parents)
- Brothers & Sisters (including step siblings)
- Grandparents & Grandchildren

Covid/Global Pandemic Policy:

It is the policy of The TEFL Institute Ltd to follow the correct procedure for the safety and wellbeing of students and teachers. Please note, in the case of a national or global emergency (within your home country or within the job country) that this program may be canceled. This includes, but is not limited to, natural disasters (such as tsunamis), pandemics (such as COVID-19), and warfare.

Should the program be canceled, at no fault of the program providers, The TEFL Institute Ltd is under no obligation to offer a refund. State of emergencies will be handled on a case-by-case basis. Options can include partial refunds or deferrals of the program and is at the discretion of The TEFL Institute Ltd. In any circumstance, it is up to the customer to contact The TEFL Institute Ltd in regards to next steps

following an emergency. The TEFL Institute Ltd, in turn, will contact accepted applicants at the earliest convenience, in regards to any national or global emergencies that may hinder an upcoming program. In the event of uncertain times and changing school schedules globally, our in-country partners may ask the teacher to change the start date of the contract. The accepted applicant must take this under consideration, but is not obligated to oblige. This is also applicable to future unforeseen circumstances. A customer should not book a flight until they are an accepted applicant and receive a confirmed start date.

The TEFL Institute Ltd will not be held responsible for flight change charges or canceled flights under any circumstances.

Should there be regulations in place to enter a country additional expenses may have to be paid by the customer.

Theses costs may include:

A COVID-19 fit to fly certificate for a test within a certain time frame before departure.
Travel insurance covering COVID-19.

Accommodation, meals, additional COVID-19 test for a possible quarantine after arrival.

☐ Terms and Conditions as of October the 15th 2022