

INTO North America (“INTO”) Terms and Conditions - Online Programs during COVID-19 Restrictions

1. These Terms and Conditions apply in addition to the standard set of Terms and Conditions and are only in effect for the duration of COVID-19 restrictions for students who begin their program online. To review the standard Terms and Conditions, please visit the relevant link at: <https://www.intostudy.com/en-gb/terms>
2. These Terms and Conditions are only effective for available online programs delivered through any INTO university or college partnership in North America and the INTO Online English for Academic Success program.
3. In cases of conflict, the detailed section of the Terms and Conditions listed below supersede any of the Terms and Conditions referenced in section 1 above.
4. Full Payment
 - a. The full outstanding balance owed by a student must be paid at least two weeks prior to the applicable start date for that student. Students will not be permitted to register or enroll in any classes until full payment has been made.
5. Deferral of Program Start Date
 - a. Students may defer the start of their program to a future start date without any additional fees. All requests to defer the start date must be received at least two weeks before the applicable start date.
6. Refunds
 - a. A full refund will be given on all payments made, less transaction fees, for cancellations received prior to the published start date of the program and up to one week after the first day of classes.
 - b. No refund will be given for cancellations received after the first week of classes.
 - c. Students who complete the online portion of their program and are subsequently denied a visa to continue on-campus are eligible to receive a full refund, less transaction fees, on any future terms in the study plan, subject to the following conditions:
 - i. Provide proof of visa denial.
 - ii. Successfully complete the online term or semester in good academic standing/meeting progression requirements.
7. Force Majeure
 - a. INTO shall not be responsible or liable in any way for its delay in or decision to delay performance of, or failure to perform, its obligations hereunder if such delay, decision or failure is due to any event, occurrence or causes beyond the reasonable control of INTO, whether foreseeable or unforeseeable, and whether such event, occurrence or cause directly or indirectly affects INTO (a “Force Majeure Event”). Force Majeure Events include, without limitation, acts of God, unavailability, shortages or material price changes of materials or services from usual sources of supply, disruptions in usual modes of transportation, immigration or authorized travel to or from a foreign destination, fire, flood, war, embargo, strikes, labor disputes, explosions, riots, pandemics or local, national or global health emergencies, laws, rules, regulations, restrictions and orders of any governmental authority to which INTO or any of its customers, business partners or contractors is subject or any response to any of the foregoing by any of INTO’s or its affiliates’ university or college partners. Such delay, decision or failure shall not terminate these Terms and Conditions, but the affected obligations of INTO shall be suspended during the pendency of the Force Majeure Event and a reasonable period thereafter to allow INTO to recommence performance. INTO shall use reasonable efforts to remove or overcome the Force Majeure Event, but it shall not be required to expend sums which make performance unprofitable.