Terms and Conditions 2024

Enrollment

- All RK policies and procedures are available on the RK website and T&C. By submitting an application form the applicant confirms that they have read, understood and agree to follow them.
- To ensure admission for the desired course and accommodation, it is advisable to complete the reservation typically 2-3 months in advance (4-6 months in advance for long-term courses). The official registration deadline is until the end of the preceding week's business day, and all class and accommodation assignments are made on a first-come, first-served basis, so it is recommended to complete registration at least 1 month in advance.
- Minimum age for the enrollment is 16 years. For those under the age of 15, registration is possible under the following conditions.
- In the summer or year-end and new year high season, registration is available for those aged 12 and above. For students aged 12-15 who are not accompanied by a guardian, parental consent and the Underage Service are mandatory.
- RK accepts new students every Monday, year round. If Monday is a holiday, the class starts on following day.
- RK reserves the right to change its schedule of fees, Terms and Conditions, course schedule, and/or class locations at any time without notice.
- It is the responsibility of the student to notify RK of any circumstances that may affect their enrollment as early as possible. Cancellation and/or change fees may apply in accordance with the T&C.
- RK is not bound to accept any application. If RK rejects the application, then fees paid will be refunded in accordance with the Terms and Conditions.
- Final confirmation for all applications will be sent via LOA (Letter of Acceptance) 2-3 business days after confirmation of tuition payment. It may take more time depending on local circumstances.

Changes to Enrollment

- RK reserves the right to charge an administration fee of KRW 100,000 each time course type, start date or type of accommodation is changed or postponed after RK has confirmed the initial enrollment.
- Students changing the plan must give notice in writing 4 weeks prior to the course start date. Admission or accommodation dates cannot be changed within 4 weeks of the course start date.
- There is no refund for downgrades in course duration, course type and accommodation. In the event of a change of course start date, the cancellation conditions will be applied to the original start date. If students have registered for a group lesson, they cannot change to a private lesson.

Payments

- Courses and accommodations are not secured until payment after invoice issuance, and reservations are completed in order of payment confirmation. Therefore, it is recommended to make a quick deposit as the course may end or the room may be full.
- In the event of delayed tuition fee payment, the student's reservations for classes, accommodation, and pick-up services may be unavailable, and changes may occur.
- The tuition fee payment deadline is within 7 days after the invoice is issued, based on the date of final payment received by the school, not the date of the wire transfer. Overseas bank transfers may take an average of 3-5 business days, and there may be delays in the processing by the recipient country and intermediary banks, so the student should directly confirm with the bank regarding this matter. If the enrollment date is approaching, we recommend using real-time payment methods such as WISE or PayPal.
- Students can transfer in Dollars, Euros or Yen. The deficit amount will be adjusted when you arrive at the school in KRW.
- Payments can be made by bank transfer, WISE, PayPal, or credit card. An extra 5% transaction fee and tax will be charged for PayPal or credit card. When making a PayPal payment, it is subject to a fixed exchange rate specified by RK.
- Paying by a credit card without visiting is possible with PayPal. PayPal payment needs a 5% transaction fee and tax.
- Payment must include all bank transfer charges for both the sender and the receiver (including intermediary bank charges).
- For late payments RK reserves the right to charge a late payment fee of 100,000 KRW.
- Any promotional offers or discounts confirmed at the time of booking are subject to payments being made on time, and not reducing the length of the booking.
- All fees for enrollments of less than 12 weeks are payable in advance.
- If the course start date is more than 3 months away, you can make a deposit of 30% of the total payment within one week of invoice issuance to proceed with the reservation. The remaining cost must be paid by 4 weeks before the course start date.
- For installment payments, the Letter of Offer (LOO) will be issued upon completion of the full payment. The LOO serves as a provisional booking confirmation, and upon full payment, the LOA will be officially issued, and the student will be in a state of admission eligibility.
- In the case of bank transfers, a deficit may occur due to differences in exchange rates or bank commission fees. The surplus or deficit amount will be settled on campus upon arrival in Korea.
- If the payment is completed after submitting the application, it will be considered an agreement to the RK Terms & Conditions.

Cancellation and Refund

- Cancellations must be made in writing, addressed to the RK office. For students cancelling 50 days or more prior to the course start date, RK will refund fees received in full less non-refundable charge.
- Cancellation or refund after arrival or the course start date is not available.

- **Non-Refundable Fees (KRW)**

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-Registration Fee: 200,000 - 300,000
-Accommodation Placement Fee: 200,000
-Accommodation Fee (if applicable)
-Visa Document Fee: 200,000 -300,000

- **Refundable Fees Excluding Non-Refundable Fees**
  -Cancellations 50 days before the start date: Full Refund
  -Cancellations 30 - 49 days before the start date: 70% of total amount
  -Cancellations 8 - 29 days before the start date: 40% of total amount
  -Cancellations 7 days or less before the start date, any cancellations or refund is not available.

- Please refer to the accommodation policy for cancellation and refund provisions for accommodation.
- General cancellation and refund rules may not apply if the students get the special discounts. In the case of semester/year course, cancellation, refund or change is not possible after payment is complete.
- All refunds will be paid to the account from which the original payment was received in so far as this is practicable unless advised otherwise by the student and/or their assigned and/or legal representative.
- Refunds are processed within 8 weeks after the request has been accepted. Refunds will be paid in Korean Won only.
- In the case of a refund, a bank transfer fee of 30,000 KRW will be incurred and deducted from the refund amount.
- If the refund payment is declined all costs incurred will be charged to the receiving party and will be deducted from the original refund amount. Bank commission fee will be deducted from refund amount.
- Starting the course on time is your responsibility. If you arrive late for the start of your course, no refund is given for the missed days.
- No exceptions to cases when admission is difficult due to natural disasters, Covid-19, or personal illness.

Cancellation and Refund - Visa Rejection

- All course cancellation requests must be made in writing and be accompanied by supporting documentation.
- When visa issuance is not possible or delayed, the general cancellation and refund policy will also apply. For students who require K-ETA or other visa acquisitions, it is recommended to expedite the process considering the visa processing time. RK is not responsible for any issues resulting from delays in the visa process.
- Non-refundable fees are not refundable under any circumstances.

Visa & Insurance & Health

Visa

- RK does not provide visas to students. RK can only provide students with relevant documents to obtain a working holiday visa, K-ETA, and other visas, but RK is not responsible for whether the documents are suitable for visa issuance.
- It is the student's responsibility to extend their visa to match their course registration period.

Insurance

- All students enrolling at RK must have travel insurance coverage.
- Students are not required to have insurance purchased from RK, but must have health, accident and travel insurance while attending any programmes. Personally provided insurance must be equivalent coverage to that provided by the RK insurance.

Health

- All students registering with RK must sign a medical waiver. RK courses are intended for students who can engage in activities without physical or mental discomfort, and registration is only possible for students who agree that there may be limitations in course activities due to personal reasons, and that the responsibility lies with the student.
- RK reserves the right to expel or repatriate students for health reasons, and in the event that a student wishes to cancel their enrollment for health reasons, it will be processed according to the general cancellation and refund policy with no exceptions, which the student agrees to.

Classes

Classes

- Depending on the level, students may be assigned to either morning classes or afternoon classes.
- Courses run from Monday to Friday and are scheduled in the morning and/or afternoon depending on levels. RK reserves the right to change timetable structure. RK reserves the right to use classrooms in alternative premises of a similar standard.
- RK monthly curriculum for each level has a fixed schedule, and students must follow it. Various assessments, exclusive lessons, and activities may occur during classes depending on the starting date. It is important to note that RK cannot cater to individual requests for class content.
- Outdoor classes may incur extra costs for transport and/or admission. All classes which include extra fees are optional and students may opt out if they choose not to pay the extra fees.
- RK reserves the right to reduce the number of lessons in a class due to insufficient number of students.
- The class size ranges from an average of 3-8 people, with a maximum of 15. However, during high season, the class size for each group may exceed 15.
- If students start the course in a week other than the first week of a month, you may be placed in an ongoing class.
- If students miss a group lesson, there will not be a makeup class provided.

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Attendance & Test

- RK requires that students maintain an attendance level of minimum of 80% to move to the next level and receive a program certificate or diploma.
- Students are assigned to a class through a preliminary online level test, and the final class assignment is confirmed through an on-site speaking test during the orientation on the day of admission. If students do not submit the online level test by the announced deadline or do not participate in the on-site speaking test for personal reasons, they may not be assigned to a class, and all responsibility for this lies with the student.
- Regular tests for speaking, listening, and reading are held every month during class hours. Students must take the test according to the guidance of the instructor in charge. Depending on the level or class situation, the test execution time or content may vary.

Private Lessons

- Private lesson cancellation is not available after payment.
- Private lessons are dependent on availability of staff and classroom space and will be scheduled accordingly. These lessons may be offered outside of regular class times and are subject to teacher and classroom availability.
- There is a limited chance to change class hours or date. Students have the option to adjust the schedule once every five sessions.
- In case of change, students must notify RK before 5 p.m. 2 days in advance of your lesson. It is advised to refrain from changing your schedule within one day of your class. Please be aware that modifications or cancellations on the day of the planned lesson will not be accepted under any circumstances.
- On the day of the lesson, it is not possible to change the lesson time, and if a student is late for the lesson, makeup lessons are not available.
- Modifying or canceling classes on weekends or holidays is not possible. Notify RK by Friday 5 p.m. for Monday's class.

School Breaks and Public Holidays

- RK will be closed on Public Holidays. Depending on the school schedule, holidays may be substituted for other dates. RK does not make up for lessons missed on these dates.
- Exceptions are made for One-to-One lessons, which will be made up. There is no refund for lessons missed due to a public holiday.
- All published course start dates that fall on a Monday, however, if this day is a public holiday, the course will begin on the following day.
- The annual public holidays are provided in the price brochure, and students must proceed with course registration after being aware of them. In cases where the schedule has not yet been determined, students will be deemed to agree to the lesson schedule being determined according to the public holidays of that year, and they may proceed with course registration.

Level

- RK determines students' course levels based on their test results. Students enrolling 12 weeks or more are grouped together and may start at a specific level.
- For Semester/Year students, the level promotion schedule for classes is predetermined, and all students are required to advance to the higher level according to this schedule. If a student's academic performance is subpar and they fail to follow the guidance of instructors and staff, and consequently cannot meet the scheduled learning milestones, they may be moved to another appropriate level without their consent. If the criteria for promotion are not met, the student must either move to a suitable lower level or retake the same level.
- The level change may not be available on the day you request it.
- A level test takes place during the class monthly. To qualify for an upgrade, a particular score must be attained. If you do not qualify for the next level, you may be required to repeat the current level.

Activity Credits

- Purchased Activity Credits must be used during the course and will not be refunded if unused at the end of the course.
- Modifications or cancellations may be unavailable after application. Fees are not be refunded in case of absence.
- Students can still attend social activities even if you have used up all your credits, but RK will charge you for any outstanding balance.

Accommodation

Reservation

- Room assignments will be processed after payment is completed, and upon assignment to the respective accommodation, the final Booking Confirmation (Letter of Acceptance or LOA) will be issued. Even after the tuition fee has been paid, there may be changes in room availability, and it may not be possible to reserve the requested accommodation. In such cases, we will provide support to allocate a similar type of accommodation to minimize inconvenience for the student. Rooms may not be reserved if payment is not confirmed by the payment deadline or if a payment receipt is not provided.
- Share houses are available for check-in on the term start date each month and must be reserved in 4-week intervals. However, if a month is considered as 5 weeks based on the RK schedule, 5-week reservations are possible.
- Extra nights may be allocated to a different location than the one requested.

Facility Usage Rules

- All students using RK accommodations confirm that they have read with RK's accommodation rules and the rules of each accommodation facility, and agree to abide by them during their stay. They acknowledge that in the event of a violation, there may be no refund upon check-out or penalties imposed.
- The detailed house rules for each accommodation are provided through a separate accommodation guide. The regulations of each accommodation facility are considered to be the most current as indicated within the lodging premises, and the student agrees to verify them upon check-in.
- The detailed amenities and services provided at each accommodation may be subject to change without prior notice.
- If there is any damage or loss to the facilities during the stay or upon check-out, the student must inform the accommodation manager or RK and

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proceed with the corresponding compensation. If the damage or loss is not reported before checking out, it may result in expenses exceeding the repair costs, and RK may claim compensation from the student based on the information received from the accommodation.

Cancellation and Refund

- Cancellations must be submitted in writing to the RK office.
- All management related to accommodations booked through RK is handled by RK and not by the accommodation providers. Therefore, inquiries regarding accommodation cancellations, changes, or extensions must be directed to RK. Additionally, all fees related to accommodations must be paid directly to RK.
- All students checking into RK accommodations are required to abide by RK's accommodation usage regulations. Failure to comply with these regulations may result in forced eviction without the possibility of a refund.

- **Non-Refundable Fees (KRW)**
  -Registration Fee: 200,000 - 300,000
  -Accommodation Placement Fee: 200,000
  -Accommodation Fee (if applicable)
  -Visa Document Fee: 200,000 -300,000

- **Refundable Accommodation Fees Excluding Non-Refundable fees**
  -Cancellations 50 days before the start date: Full Refund
  -Cancellations 30 - 49 days before the start date: 70% of total amount
  -Cancellations 29 days or less before the start date, any cancellations or refund is not available.

- No refunds will be granted for no-shows or for late check-in after the scheduled date or for early check-out before the scheduled departure date.
- Refunds are processed within 8 weeks after the request has been accepted.

Changes

- Accommodation changes or postponement are possible 4 weeks in advance, and additional charges may apply depending on the changed accommodation. If you wish to make a change within 4 weeks, fees for the original accommodation will also be charged.
- When postponing accommodation due to a delayed enrollment date, it is possible that, depending on local circumstances, the assigned room may be different from the originally reserved room.
- A fee of 100,000 KRW will be imposed for changes regarding accommodation requested by the student.
- Accommodation changes require the submission of an application form and agreement form. Once the change request form has been submitted and the fee details provided, it cannot be withdrawn, and the change will proceed if there are available rooms for the requested dates.
- Changes may not be possible based on the accommodation provider's room availability.

Extensions

- Extension of accommodation must be notified to RK at least 2 weeks prior to the scheduled check-out.
- Daily extensions are not permitted, although they may be possible based on local circumstances.
- Extensions of 3 days or more will be subject to the same cost as a one-week extension.

Check-in and Check-out

- Accommodation check-in date is set as one day before the enrollment date(unless otherwise notified, typically every Sunday).
- Accommodation check-out date is set as the day after the completion date(unless otherwise notified, typically every Saturday).
- In the case of an enrollment date falling on a Tuesday, the check-in date will be set as Monday.
- Check-in time is 15:00, and check-out time is 11:00. Each accommodation may have a designated check-in procedure, and self-check-in may be needed.
- If you arrive at the accommodation later than the check-in time, you may not receive accommodation instructions from the accommodation provider on the day of arrival.

Miscellaneous

- Within 7 days of check-in, it is mandatory to inform RK of any facility damages. Failure to report damages within this period may result in the student being billed for repair costs incurred after check-out.
- In some cases, accommodations may request a small deposit in case you lose your card key. This may vary depending on the policies of the local lodging establishments. The deposit will be returned upon check-out.
- Water and electricity charges are included in the accommodation fees. However, excessive use of water and electricity may result in additional charges.
- Detailed information about the accommodation will be provided via email one week before the start of the term.
- Loss of room keys may result in additional charges.
- RK Share Houses operate under separate House Rules, and students checking into this accommodation agree to abide by the House Rules.

Airport Transfer Service

Arrival Information

- Flight details including arrival time, flight numbers, airline, and point of origin must be advised 7 days prior to arrival in order for RK to provide airport transfers.
- If you arrive after 8pm, you will not be assigned a pick-up on the day, and you will be able to proceed to your accommodation on your own or be picked

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up at 10am the next day.

- Based on the arrival information, we will inform you of the pickup details, such as time and meeting place. The student is responsible for any issues arising from not properly reviewing the pickup-related guidelines. There will be no refunds, and a fee will be incurred for reassigning the pickup.

Change / No-Show

- To modify your pick-up schedule, the student must notify the RK at least 3 days prior to arrival in order to adjust the pickup time, and a change fee may occur.
- In case of changes to flight tickets or schedules, RK must be notified. If you send us the incorrect arrival information and the airport transfer is not possible, no refund will be issued. Additionally, a new pick-up arrangement will incur an additional cost.
- In the event of a change in flight arrival time or a rescheduling of pickup due to personal reasons, a change fee or a waiting fee will be applied.

Late for Pick-Up

- Any personal matters(picking up a sim card, exchanging money, etc.) must be completed before the meeting time. The driver has another pick-up scheduled after you, so please be on time; personal help request to the pick-up staff at the airport will not be available.

Refund

- The pick-up fee, once paid, is non-refundable, and unused complimentary pick-up included in the package cannot be refunded.

Penalty Fee

- A penalty fee of 50,000 KRW will be incurred in the following cases:
  - When a no-show without prior notice incurs
  - When a pickup time rearrangement occurs in advance or on the day of pickup
  - When requesting changes on weekends or on the day of arrival
  - When there are errors in the arrival schedule or information
  - When the flight is delayed or the schedule is changed

Others

- The responsibility for any issues arising from not reading the pick-up instructions provided by RK or not following the emergency contact procedures lies with the student.
- If several students are picked up at the same time, there may be a waiting period before the transfer. Students may have been assigned to different accommodations, so additional stops may be on the way to your destination.
- If a student chooses a pick-up time other than the one designated by the school and as a result, arrives late for their flight, the school is not responsible for the delay.

Miscellaneous

SIM Card

- The SIM card service provides unlimited data, phone calls and messages. But an international phone call is not included. One SIM card lasts for a maximum of 3 months, and students have to replace it with a new one afterward.
- If students leave Korea, the SIM card will be automatically deactivated and cannot be re-used when they return.
- Phones that are locked to a specific location or use eSIM only cannot be used with SIM cards. RK is not liable for SIM card issues due to lack of verification.
- Refunds are not available after payment.
- Minors (under 19) cannot use this service.
- Availability may change at any time depending on the supply regulations of the company providing the SIM card, and RK will inform the student of any changes and the student will follow them.

Vacation Request

- Vacation request based on the total course duration:
  -Less than 6 months: Not available
  -6 months or longer: Up to 2 weeks
  -9 months or longer: Up to 4 weeks

- Vacation requests must be made on a weekly basis, with a minimum of 2 weeks notice before the desired start date.
- Accommodations cannot be temporarily suspended. Therefore, students must request an extension for accommodations for the additional duration caused by the vacation with an additional cost. The extended accommodation period may result in a different room assignment.
- When registering for a course and requesting vacation in advance, the accommodation reservation will be made for the entire registration period, including the vacation duration.
- During the vacation period, students are responsible for self-learning the course materials, and there will be no additional supplementary classes.

Photography&Filming

- Students agree that photographs, videos, artwork or other works, as well as recordedor written testimonials; maybe used, stored or transferred internationally by RK, or by a third-party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, RK will respect their wishes but it is the student's responsibility to absent themselves from the photograph/video.

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Expulsion

- RK reserves the right to expel students for unacceptable or unlawful behavior or lack of attendance. No refund will be given and any unpaid fees become immediately payable. Repatriation is at student's own expense.
- When a student behaves in violation of the accommodation rules, the person in charge of the accommodation has the authority to expel the student. In this case, the student must follow the rules of the accommodation, and there will be no refund.
- Students expelled from an RK course are no longer eligible for RK accommodation. Accommodation refund policies will apply.
- RK has a zero-tolerance policy for discrimination, bullying and harassment in the workplace and the classroom; Discrimination, bullying and harassment of any kind is unacceptable, against the law, and will not be tolerated. RK expects students to behave in a manner that is considerate of those around them. Inappropriate conduct includes, but is not limited to:

  1. Disruptions to the learning environment (i.e. use of profanity, harassment, etc.)
  2. Deliberate destruction, misuse, or theft of RK property or the property of fellow classmates
  3. Violence or threats of violence towards persons or property of students or school staff
  4. Improper use of email or Internet access
  5. Failure to comply with copyright laws
  6. Use of drugs or alcohol on RK premises and/or when underage

- According to the contents above, the RK instructor or staff in charge has the right to give individual attention to the student or make the student follow the regulations, and if the student does not follow the instructions, RK has the right to stop a student from taking a course or move them to another class.

Force Majeure

- RK shall not be responsible for any failure to comply with any of its obligations if the failure is occasioned by any cause beyond RK's reasonable control and despite the exercise of reasonable diligence and without incurring additional costs, cannot be prevented or avoided. Force majeure events shall include but shall not be limited to, act of government, war, threat of war, riot, civil strife, general labor disturbance, such as a boycott, strike, lockout, or 'go slow' directives', terrorist activity, natural or nuclear disaster, unusually adverse weather conditions, closure of an RK, infectious diseases, viruses, plague, epidemic or pandemic health crises (caused by viruses such as Ebola, H1N1, H5N1, Zika, COVID-19, and other communicable diseases), or any action taken by a government or public authority, including prohibition of entry into a country or region of a country, promulgation of quarantine measures, ordering the "lockdown" of the whole or part of a country.
- It is acknowledged that the epidemic health crisis in connection with COVID-19 and any related quarantine and actions of a governmental authority shall be considered a force majeure event for the purpose of these RK Terms and Conditions, even though the health crisis has arisen prior to the effective date.

Damage to Property

- Students must pay the full cost of any damage they cause to property. Damage deposits may apply to certain accommodation options. These are payable upon arrival, or the first day of school. Identified special needs are affecting the student's ability to participate, learn and achieve in an RK program and/or where the law requires us to do so.

Liability

- RK and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. RK will not be liable in the event that any service contracted to be supplied by RK becomes impossible to supply for any reason or any cause outside the control of RK.

Health Declaration

- At the time of booking, it is recommended that students choose to disclose any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their program, that may impact the wellbeing of any other student or staff member, that may require monitoring, treatment or emergency intervention during the student's period of enrolment, or that may require special accommodation.
- RK reserves the right to terminate a student's enrolment if the student's participation represents a risk to their, other students' or staff members' health and safety, or if, notwithstanding reasonable accommodations, in the opinion of RK, the student's physical or mental condition makes the student unable to successfully complete their program. Refunds will be provided based on refund schedules as per terms and conditions.

Agent

- RK Terms and Conditions are applicable to all students and agents.

Valid Prices

- Prices follow each year's price list. Prices are subject to change without notice and will be confirmed upon invoicing.

Terms and Conditions

- RK Terms and Conditions are updated every year. If the year changes during the course period, students will be subject to the updated terms and conditions and the schedule and content of the course may change. The current RK Terms and Conditions supersede any previous Terms and Conditions that were applicable at the time of student's booking.
- Upon submitting the application, the student is considered to have agreed to these Terms and Conditions, and it is the individual's responsibility to familiarize themselves with the terms.

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