



Kaplan/Alpadia AM Guarantee FAQs

Kaplan International Languages will offer an AM Guarantee starting 2nd September 2024.

AM Guarantee Schools

The AM Guarantee is available at all Kaplan and Alpadia year-round (16+) schools in the UK, USA, Canada, Ireland, Germany, France, and Switzerland.

AM Guarantee Courses

- General English (GE)
- Semi-Intensive English (SIE, including Academic Semester/Year)
- Intensive English courses (IE, including Intensive Academic Semester/Year)

Courses with No AM Guarantee

- Exam preparation
- Business English
- English for Academic Purposes
- Teacher training
- Private or small group lessons
- Group bookings
- YL summer camps (KIL or ALP)
- Other specialty courses

AM Guarantee Levels

- A1 Elementary to C1 Advanced levels

(AM guarantee for A0 Beginner or C2 Proficiency levels are exempt)

AM Guarantee Fees

- An additional 20 USD/CAD/GBP/EUR/CHF per week

AM Guarantee Start Date

- From 2nd September 2024

Terms

1. **Refund Policy:** The AM Guarantee cannot be refunded, except if the student tests into A0 Beginner or C2 Proficiency. Students who change their booking from GE/SIE/IE to a specialty course will not be refunded.
2. **Fee Cap:** The AM Guarantee fee will be charged for up to 12 weeks. Enrolments exceeding 12 weeks will only be charged for the first 12 weeks; the fee will not apply to any subsequent weeks, but AM is guaranteed for the entire duration.



3. **Pre-Arrival Test:** Students should take a pre-arrival test within two weeks of their arrival, issued by school staff via welcome email. Students who do not take the test within this timeframe may be placed in a PM class during their first week. If the level is uncertain and wish to take the test at the time of booking, please contact Kaplan/Alpadia representative.
4. **Transfers and Extensions:** The AM Guarantee will be honoured, subject to availability, for students who wish to transfer or extend their booking at a different school. If there is no availability, the student will be informed of an approximate timeframe for a morning class schedule. No refund will be offered in this case.
5. **Commission:** AM Guarantee fees are commissionable but not applicable for market discounts.

Note: For schools to properly manage the AM Guarantee upgrade, classes may temporarily exceed the 15-student maximum, nationality mixes may not be as favourable, and the range of learner abilities in a class may be greater. Schools will address these issues per normal practices and aim to have better class distributions and smaller class sizes as soon as possible.

Recommended Schools and Period

Please check availability chart [Viewer \(kaplaninternational.com\)](https://www.kaplaninternational.com)

We recommend booking the AM Guarantee for the following schools and times of the year when double or triple timetables are in use:

- UK: London, Liverpool, and Oxford
- US: Boston, Los Angeles, and New York
- CAN: Toronto and Vancouver
- Other schools: during the peak seasons of June through August.