

Vancouver, March 30, 2020

Hello Students, Agents, Partners, Collaborators and Friends,

It is with deep sadness that I am informing you that due to the COVID-19 pandemic and its negative effects on our operation, we have decided to operate our school until the end of May of this year.

We will continue to teach our current students in ESL, Business Communication and Hospitality courses until May 29, 2020 or we might continue teaching until June 12, 2020, the end of the session, depending on the number of students.

With a decreasing number of students, our continued operation was not sustainable in the long run. The global restrictions in travel, the health restrictions for our campus operation, the uncertainty of the crisis, the market reaction to cancel students and ask for refunds, the number of vacation requests from our students who did not want to take our virtual offer, the competitors' decision to offer even lower prices, the lack of support of our landlord to grant us a rebate in rent for an empty campus, to list a few, were all negative factors we considered in our decision to stop in 2 months.

From today March 30, 2020, no more vacation requests will be accepted from any current student. If a current student wants to withdraw, we will calculate their refund based on our refund policy.

After we finish our operation on May 29 or June 12, we will process a proportional refund to the active students who have not completed their course / program by that date.

We will only accept new ESL students who finish their course by May 29, 2020.

We will not accept any new INVO students.

We will process refunds for all future ESL and INVO students who won't be able to attend their course / program. We will make refunds in an organized way, starting 30 days from now.

Thanks for choosing our school. Stay safe and healthy.

Yours sincerely,



Juan Palacio
Executive Director

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