



HAWAII PALMS ENGLISH SCHOOL

Waikiki Trade Center, 2255 Kuhio Ave, Suite 930, Honolulu, HI 96815
TEL (808) 922-3535 FAX (808) 922-3559

Refund and Cancellation Policy

- Cancellations due to student visa denial - A student denied entry into the United States will be given a full refund of all monies paid less non-refundable accommodation deposits. (Written documentation of the visa denial must be received by the school.) Refunds will be made within 30 days from the date of written notification of visa or entry denial.
 - To be considered for a refund, a student must submit a completed Cancellation Form to the school at least 24 hours before the beginning of the cancellation period. The date of receipt of the written notice will determine the amount of money, if any, to be refunded.
 - Tuition refunds are given on a weekly prorated basis until up to 50% of the program is completed. Cancellations received after 50% or more of the program is completed are not eligible for a refund.
 - There are no partial week refunds. All cancellations must be made by Friday at 1:00 pm to be processed for the following week.
 - Students who are registered through agents may have signed contracts through those agents and may have separate cancellation penalties, no-refund policies, or home-country-only conditions. All agent-student contract conditions will be confirmed by Hawaii Palms English School prior to issuing a refund.
 - Refunds will be issued 30 days from the cancellation date.
 - No textbook fees will be refunded once the textbook has been issued to the student.
 - There are no refunds for special activity programs, airport transfers, or excursions, but only for tuition that is offered per the normal Withdrawal-Cancellation policy. Refunds are for tuition only.
 - There is a cancellation fee in the amount of \$75 for all cancellations.
 - Cancellations at least 30 days prior to the program start date will be refunded in full (minus registration fee and cancellation fee).
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- Cancellations less than 30 days before program start date will receive a tuition refund only. There are no refunds for the Activity Fee or Registration Fee.
- Students who are absent from class for 10 consecutive days will have their enrollment cancelled on the 10th day of absence. Refunds will be prorated from their 1st day of class after their cancellation, except if it occurs after the no-refund date. Any money to be refunded will be mailed to the student's home address or to their travel agent.
- Students who take a Leave of Absence during the term will not receive any refund for the period of the Leave of Absence.
- If a student is dismissed from school for any reason, refunds will be calculated from the date of their dismissal. Any money to be refunded will be mailed to the student's home address or to their travel agent.

Homestay Refunds

- Cancellations at least 30 days prior to arrival will not be assessed a cancellation charge. However, if the student has received the homestay placement -- the homestay placement fee will not be refunded.
- Cancellations 14-29 days before check-in (Hawaiian local time) will be assessed a \$200 cancellation penalty.
- Cancellations 1-13 days before check-in (Hawaiian local time) will be assessed a \$450 cancellation penalty.
- Cancellations after check-in must be submitted with a 4 week notice.
- The cancellation penalty for after check-in cancellation is 10% of the remaining homestay contract.
- There are no partial week cancellations.

Hotel and Condominium Refunds

- There is no refund on the Accommodation Placement fee.
 - Condominium and hotel refunds are calculated according to the policies of the individual rental establishment.
 - There is no refund on any deposit collected in the event of cancellation once the accommodation has been booked.
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