



# HAWAII PALMS ENGLISH SCHOOL

Waikiki Business Plaza 2270 Kalakaua Ave, Suite 711 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 the school receives the written notice will determine the amount of money, if any, to be refunded.
- There is a cancellation fee in the amount of \$75 for all cancellations.

-----Cancellation before the course begins-----

- Cancellations at least 30 days prior to the program start date will be refunded in full (minus registration fee and cancellation fee).
- There will be no cancellation for TOEFL classes, however exchange dates are possible with 7 days notice.
- Cancellation less than 30 days to 14 days before program start date will receive 75% of the tuition refund only. No refunds on Registration Fee or Accommodation fee.
- Cancellation less than 14 days to 1 before program start date will receive 50% of the tuition refund only. No refunds on Registration Fee or Accommodation fee.

-----Cancellation after the course begins-----

- 50% of the remaining tuition will be refunded on a weekly prorated basis up until up 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.
- Refunds are for tuition only. 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.
- 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.

-----To make changes-----

- To make any changes after you register for your course, we charge \$75 for each change.
- We charge for any additional fees incurred during registration changes. No exceptions.

## Homestay Refunds

-----Before you check in your home stay-----

- Cancellations at least 30 days prior to arrival will not be assessed a cancellation charge. However, if the student has received a homestay placement -- the accommodation fee will not be refunded.
- Cancellations 14-29 days before check-in (Hawaiian local time) will be assessed a \$200 cancellation penalty.
- Cancellations 0-13 days before check-in (Hawaiian local time) will be assessed a \$450 cancellation penalty.

-----After you check in your home stay-----

- The refund is only for the Homestay fee, no accommodation fee will be refunded.
- Cancellations after check-in must be submitted with a 4 week notice. The refund will be calculated from the week following the notice. The cancellation penalty is 10% of the remaining homestay contract.
- Students requesting a different homestay after check-in must give 4 weeks notice.
- There is no refund for less than 4 weeks. Part of the remaining homestay fee will be refunded if the situation warrants.
- There are no partial-week cancellations.
- If you cancel your course to study at our school, your homestay will be canceled.
- To extend your homestay, the student needs to ask the school staff. There may be an additional fee depending on the situation.
- If the host family has failed to meet the homestay conditions, then the Accommodation Coordinator must be notified and given a chance to mediate and/or correct any problems. Only after the Accommodation Coordinator's intervention, and if the problems persist, the student will be moved to another homestay. There will be no refund given for the period of homestay accommodation already used. Only if no replacement homestay can be found will an accommodations 4 weeks in advance with the Accommodation Coordinator. Cancellations made less than 4 weeks in advance may be subject to penalty fees comprising all or part of the unused accommodations amount.
- There is no refund if you reduce your stay after the homestay replacement.

## **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 will be no refund on any deposit collected in the event of cancellation once the accommodation has been booked.
- There is NO accommodation refund once the term begins unless the school or accommodation provider violates the accommodation service conditions.
- Tips, Service fees, safety bank fees, and telephone fees are not included.
- If there was an error on the bill, we may not be able to help you if you already paid a signed.

## **Activity Refund Policy**

(not part of a package or program)

- Cancellations and activity refunds are calculated according to the policies of the individual establishment.
- There is no refund on cancellation being made after the dead line day.

## **Refund Policy**

- The bank transaction fee for the refund will be deducted from the refund.

I have read and agree to the refund and cancellation policies above.

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Name

Signature

Date