

2022 REFUND AND CANCELLATION POLICY

- There is a \$75 fee for ALL cancellations and changes made after registration.
- There is no refund on the Registration Fee.
- Refunds are for tuition only. There are no refunds for airport transfers or excursions. Materials and Textbook fees are non-refundable; however, students who cancel their course will receive a credit for the value of the unused Material or Textbook fees.
- For all cancellations, students must submit a completed *Extension, Modification & Cancellation Request Form* to the school. The date the school receives the written notice will determine the amount, if any, to be refunded.
- All refunds will be issued within 30 days from either the last day of the student's final class at Hawaii Palms English School, or from the day the student submits their cancellation request. Refunds will be issued in the same way in which the payment was originally received.
- Any bank transaction fee will be deducted from the refund.
- Students denied entry into the United States, or students who test positive for COVID and are therefore unable to fly to Honolulu, receive a full refund on tuition and accommodation (applies only to accommodation managed by Hawaii Palms) **less** Cancellation Fee, Registration Fee, and Accommodation Placement Fee.
- Students who are unable to fly to Honolulu due to government-mandated flight restrictions will receive a full refund on tuition and accommodation (applies only to accommodation managed by Hawaii Palms), **including** Registration and Accommodation Placement fees.
- Students who are registered through agents may have signed separate contracts and may have separate cancellation penalties or no-refund policies. All agent-student contract conditions will be confirmed by Hawaii Palms English School prior to issuing a refund.
- Students may choose to receive a school credit in lieu of a refund. Credits will not incur the \$75 Cancellation Fee and all non-refundable fees will be included in the credit.

ENGLISH INTENSIVE, TOEIC TEST PREPARATION, BUSINESS, TEENS SEMI-INTENSIVE COURSES

CANCELLATIONS BEFORE START OF A COURSE

- 30 or more business days prior to the start date: full refund.
- Between 15 and 30 business days prior to the start date: 75% refund.
- 14 or fewer business days prior to the start date: 50% refund.

CANCELLATIONS AFTER START OF A COURSE

- Before half the course is completed: 50% of the remaining tuition will be refunded on a prorated weekly basis.
- After half the course is completed: no refund.
- No partial week refunds.
- Once issued, a textbook is non-refundable.
- Students absent 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.

- Refunds for students dismissed from school are calculated from the date of their dismissal.

ELECTIVE TICKETS

- There are no refunds or cancellations on individual Elective Tickets.
- Scheduled classes may be rescheduled three business days in advance.

PRIVATE, SEMI-PRIVATE, GROUP, ONLINE PRIVATES, ONLINE SEMI-PRIVATE, AND ONLINE GROUP LESSON

- 14 or more business days prior to the scheduled lesson: full refund.
- Between 7 and 14 business days prior to the scheduled lesson: 50% refund.
- Less than 7 business days prior to the scheduled lesson: no refund.
- Scheduled classes may be rescheduled two business days in advanced.

ACTIVITIES (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 a cancellation made after the scheduled start of the activity.