

2024 REFUND AND CANCELLATION POLICY



- There is a \$75 fee for ALL cancellations, rescheduling, and changes made after registration and payment are complete.
- 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 *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 (HPES), 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 receive a full refund on tuition and accommodation (applies only to accommodation managed by HPES) **less** Cancellation Fee, Registration and Accommodation Placement fees.
- Students 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 HPES), **including** Registration and Accommodation Placement fees.
- Students registered through agents may have signed contracts with a separate cancellation policy. All agent-student contract conditions will be confirmed by HPES prior to issuing a refund.
- Students may choose to receive a school credit in lieu of a refund. School credits will not incur the \$75 Cancellation Fee and all non-refundable fees will be included in the credit. Once issued, credits cannot be redeemed for cash.

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

CANCELLATIONS BEFORE START OF A COURSE

- 30 or more days prior to the start date: full refund.
- Between 8 and 29 days prior to the start date: 50% refund.
- 7 or fewer days prior to the start date: no refund.

CANCELLATIONS AFTER START OF A COURSE

- Before half the course is completed: 50% of remaining tuition refunded on a prorated basis.
- After half the course is completed: no refund.
- No partial week refunds.
- Students absent for 10 consecutive days will have their enrollment cancelled on the 10th day of absence. Refunds will be calculated from their 1st day of class after their cancellation
- Refunds for students dismissed from school are calculated from the date of their dismissal.

ELECTIVE TICKETS

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

PRIVATE, SEMI-PRIVATE, GROUP, AND ONLINE PRIVATE LESSONS

- 14 or more days prior to the scheduled lesson: full refund.
- Between 8 and 13 days prior to the scheduled lesson: 50% refund.
- 7 or fewer days prior to the scheduled lesson: no refund.
- Scheduled classes may be rescheduled two business days in advanced.

ACTIVITIES

- All refunds are calculated according to the policies of the individual establishment.

Student Name

Student/Parent Signature

Date