

Students that 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 IIE prior to issuing a refund

PROGRAM CANCELLATION & REFUND POLICIES

ADULT PROGRAMS

- Cancellations received within 72 hours of application will receive a full refund including registration fee.
- Cancellations after 72 hours, but prior to attendance, will receive a full refund minus the Registration Fee
- Cancellations after the start of the program will be limited to the following restrictions: No refund on the first 4 weeks of enrollment; 60 percent refund from the 5th week of enrollment.
- A \$75 fee will be charged for all program cancellations or reductions.
- All cancellations will be calculated at the rate charged for the number of weeks actually completed.
- There are no partial week refunds. All cancellations must be made by Friday 1:00 pm to be processed for the following week.

KIDS & TEEN PROGRAMS

KID-STEP/TEEN-STEP

- Cancellations received within 72 hours of application will receive a full refund including registration fee.
- Cancellations after 72 hours of application, but before May 14, will receive a full refund minus the Registration Fee
- No refund on Activity Fee for Summer Program after May 14, 2010.
- After start of program: no refund on tuition or any fees.

IIE/YMCA ENGLISH SUMMER CAMP

- Cancellations received within 72 hours of application will receive a full refund.
- Cancellations before May 30 will receive a full refund except the Registration & Administration Fee (\$225).
- Cancellations from May 30 to start of the program will receive a refund on the Tuition Fee (\$350 per week enrolled) and a partial refund (\$225 per week enrolled) of the Camp Fee.
- Cancellations after the start of the program: no refund

ENGLISH KIDS DISCOVERY CAMP

- Cancellations received within 72 hours of application will receive a full refund
- After 72 hours of application, there is no refund on the Registration Fee.
- Cancellations less than 60 days before the start date will receive an 80 percent refund of the Camp Fee.
- Cancellations less than 30 days before the start date will receive a 50 percent refund of the Camp Fee.
- Cancellations less than 15 days before the start date will receive a 25 percent refund of the Camp Fee.
- Cancellations after the start of the program: no refund

HAWAIIAN ACTIVITY REFUNDS

- No refunds will be issued for cancellations less than 7 days prior to the scheduled activity.
- Activities cancelled by the school will be refunded in full.

ACCOMMODATION CANCELLATION & REFUND POLICIES

HOMESTAY REFUNDS

- There is no refund on the Accommodation Placement Fee
- Cancellations more than 28 days prior to arrival will not be assessed a cancellation charge.
- Cancellations received 28-14 days prior to check-in (Hawaiian time) will be assessed a \$220 cancellation penalty
- Cancellations 13-7 days prior to check-in (Hawaiian time) will be assessed a \$440 cancellation penalty
- Cancellations received less than 7 days prior to check in (Hawaiian local time) will be assessed a \$980 cancellation penalty or the total homestay amount, whichever is less.
- Cancellations after check-in must be submitted with a 4 week notice. The cancellation penalty is 10% of the remaining homestay period.
- Students requesting a different homestay after check-in must give 4 weeks notice and pay a second placement fee of \$100.

WAIKIKI STUDENT RESIDENCE (HANA)

- There is no refund on the Accommodation Placement Fee.
- Cancellations at least 30 days before check-in: 100% refundable except Placement Fee.
- Cancellations 29-10 days before check-in: \$150 cancellation fee plus Placement Fee.
- Cancellations less than 10 days before check-in: 50% refund minus Placement Fee.
- After check-in, there is no refund on cancellations for bookings of 2 months or less. For bookings of more than 2 months, cancellations must be submitted with a 4 week notice, and is subject to a cancellation penalty of 15% of the remaining accommodation period. There are no partial week cancellations.

SHARED STUDENT HOUSE (MANOA HOUSE)

- There is no refund on the Accommodation Placement Fee
- Refunds subject to the following restrictions: at least 60 days notice before check-in – full refund except placement fee; 30-59 days notice before check-in – up to 1 month rent and placement fee; less than 30 days notice before check-in - no refund.
- After check-in, there is no refund on cancellations for bookings of 2 months or less. For bookings of more than 2 months, cancellations must be made with a 4 week notice, and is subject to a cancellation penalty of 15% of the remaining accommodation period. No partial week cancellations.

CONDOMINIUM AND HOTEL REFUNDS

- There is no refund on the Accommodation Placement Fee.
- 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 a cancellation processing fee of \$100

AIRPORT TRANSFER REFUNDS

- Airport transfer fees will be refunded in full if cancellation is made more than 7 days prior to arrival.
- No refunds will be issued for cancellations 7 days or less prior to arrival.

ALL REFUNDS ISSUED 30 DAYS AFTER CANCELLATION DATE