



Refund Policies 2012

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. Cancellations received before or at the mid-point of study program will receive a refund on the weeks not completed. Cancellations received after the mid-point of study program will not be eligible for a refund.
- A \$75 fee will be charged for all program cancellations or reductions after the start of the program.
- 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 by May 11, 2012 will receive a full refund minus the Registration Fee
- No refund on Activity Fee for Summer Program from May 12, 2012.
- After start of program: no refund on tuition or any fees.

IIE/YMCA ENGLISH SUMMER CAMP

- TBA

ENGLISH KIDS DISCOVERY CAMP

- TBA

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 \$265 cancellation penalty
- Cancellations 13-7 days prior to check-in (Hawaiian time) will be assessed a \$525 cancellation penalty
- Cancellations received less than 7 days prior to check in (Hawaiian local time) will be assessed a \$1,050 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.

OHIA STUDENT RESIDENCE

- 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.

IIE STUDENT SHARED CONDOS

- There is no refund on the Accommodation Placement Fee.
- Cancellations at least 60 days before check-in: 100% refundable except Placement Fee.
- Cancellations less than 60 days before check-in: no refund on Placement Fee, Maintenance Fee, and one month rent
- 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 2 months notice or be subject to a cancellation penalty of 2 months rent. There are no partial week cancellations.

SHARED STUDENT HOUSE (MANOA HOUSE)

- There is no refund on the Accommodation Placement Fee
- Cancellations at least 60 days notice before check-in: full refund except placement fee.
- Cancellations 30-59 days notice before check-in: no refund on placement fee and up to 1 month rent penalty.
- Cancellations less than 30 days notice before check-in - no refund on placement fee and up to 2 month's rent penalty.
- 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

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