

CANCELLATION & REFUND POLICIES

**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.*

TUITION REFUNDS

- Cancellations received within 72 hours of application will receive a full refund including registration fee.
- Cancellations prior to attendance will receive a full refund minus the registration fee (except K-STEP & T-STEP, see below).
- 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 at 1:00 pm to be processed for the following week.
- K-STEP/T-STEP: No refund on Registration Fees. No refund on Activities Fees for Summer Program after May 14, 2010. After start of program: no refund on tuition or any fees.

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 less than 28 days prior to check in but more than 14 days (Hawaiian local time) will be assessed a \$200 cancellation penalty
- Cancellations received less than 14 days prior to check in but more than 7 days (Hawaiian local time) will be assessed a \$400 cancellation penalty
- Cancellations received less than 7 days prior to check in (Hawaiian local time) will be assessed a \$900 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 contract.
- Students requesting a different homestay after check-in must give 4 weeks notice and pay a second placement fee of \$100.

MANOA HOUSE (SHARED HOUSE)

- There is no refund on the Accommodation Placement Fee
- Refunds will be 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 – one 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.

HANA STUDENT RESIDENCE REFUNDS

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.
- Cancelled less than 10 days 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 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.

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.

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.

***There is additional refund processing fee of \$75 on all cancellations.**

ALL REFUNDS ARE ISSUED 30 DAYS AFTER CANCELLATION DATE