

POLICIES

CANCELLATION, REFUND & ADMISSIONS POLICIES

Global Village Hawaii students may enroll in either face-to-face classes or GV LIVE synchronous Interactive Distance Learning (IDL) classes. The Cancellation & Refund Policies are the same for all enrollments, whether students are enrolled in face-to-face or synchronous online classes. Details of the policies are below.

GENERAL CANCELLATION & REFUND POLICY

1. In this policy, the word "program" refers to the full cycle of studies to which the student registered. Extensions of studies will be treated separately.
2. To be considered for a refund, a student or agent can submit a completed Cancellation Form or notify the school of the cancellation by some other means.
3. For any study program changes resulting in a decrease in the number of English lessons per week (e.g. 20 lessons/week to 16 lessons/week) after enrollment has begun, there will be a one time study program change fee of \$110.
4. For specialized Activity Programs [e.g. Study tours, English Plus, etc.], there are no refunds for homestays, activities, airport transfers, or excursions, but only for tuition that is offered as per the normal Cancellation/Withdrawal policy [see below].
5. There are no refunds or make-up classes for classes missed due to holidays, graduation, orientation, natural disasters and/or other situations beyond the school's control.
6. If Global Village Hawaii cancels a program that a student registered for, and proficiently tested into, Global Village Hawaii will refund all monies paid by the student. If the student came through an agency, Global Village Hawaii will check with the student's agency for any other fees that they may assess.
7. If a student is dismissed from school for violating school policies, Global Village Hawaii will refund the student per the normal Cancellation/Withdrawal policy [see below].
8. It is understood that students who register through travel agents have signed contracts with these agents that may include cancellation penalties, no refund policies, or home country refunds only conditions. In all cases regarding agent-sent students, Global Village Hawaii will confirm the conditions of agent-student contracts with travel agents before issuing any refunds.
9. Textbook fees will not be refunded once the books have been issued to the student. If a student has the same edition of textbook(s) from previous studies, the student may request a refund for the new textbook(s). The request must be made within the first week of studies. No refunds will be given beyond this period.
10. Cancellation/Withdrawal of Enrollment before the student's program start date or never attended class (no show):
 - 10a Global Village Hawaii will refund all monies paid less the non-refundable fees: registration fee, accommodation/homestay placement fees, any actual housing costs incurred (including deposits) by Global Village Hawaii, express mail fees, and SEVIS related fees. However, if a student cancels within 72 hours of submitting the registration, Global Village Hawaii will refund ALL monies paid less non-refundable accommodation deposits, express mail fees and SEVIS related fees, if applicable. An amount not to exceed \$500 in identified nonrefundable charges may be charged in the event of a student's cancellation. All refunds will be made within 45 calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
 - 10b Students Denied Visa/Entry: A student denied a student visa or entry into the United States will be given a full refund of all monies paid less

non-refundable accommodation deposits, any actual housing costs incurred by Global Village Hawaii, express mail fees and SEVIS related fees, if applicable. An amount not to exceed \$ 500 in identified non-refundable charges may be charged.

11. Cancellation/ Withdrawal of Enrollment after the student's program start date: For all cancellations, students can notify Global Village Hawaii by completing a Cancellation Form or notifying the school of the cancellation by some other means. If a student does not notify the school that he/she is withdrawing, Global Village Hawaii will check attendance records and if the student has been absent for more than 10 consecutive class sessions, the student will be dismissed from school and the student's I-20 Form will be terminated. Global Village Hawaii will calculate the student's refund (if applicable) based on the last day of attendance in either face-to-face or IDL classes. Any money to be refunded will be mailed to the student's home address or to their travel agent.
 - 11.a No refunds will be given for the first 4 weeks of the student's study program.
 - 11.b For students who cancel/withdraw after the first 4 weeks but before or at the midpoint of the student's study program, Global Village Hawaii may retain a prorated amount of tuition and other fees. For students who withdraw after the midpoint, Global Village Hawaii may retain all of the charges for the student's study program.
 - 11.c Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, Global Village Hawaii defines a partial week as if a whole week were completed, provided the student was present at least one day during the scheduled week in either face-to-face or IDL classes.
 - 11.d For students who cancel/withdraw after completing the initial study program, but before or at the midpoint of any subsequent study program, GV Hawaii may retain a prorated amount of tuition and other fees up to the midpoint. For students who cancel/withdraw after the midpoint of any subsequent study program, GV Hawaii may retain all of the charges for that study program.
 - 11.e Refunds due students may not be applied toward future tuition fees.
 - 11.f Students who cancel/withdraw before the first 4 weeks or after the midpoint of the student's study program due to a death of an immediate family member (spouse, parent, grandparent, child, brother, sister, mother-in-law, father-in-law, or legal guardian), Global Village Hawaii will refund 50% of the student's unused tuition and refundable fees upon receiving official documentation of the immediate family member's death.

ACCOMMODATION REFUND POLICIES

12. Homestay: Cancellation/Withdrawal before beginning of homestay:
 - 12.a. If written cancellation notice is given 31 days or more before the beginning of homestay check-in, all money will be refunded except for the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable.
 - 12.b. If written cancellation notice is given less than 31 days before the beginning of homestay check-in, Global Village Hawaii may retain 2 weeks of homestay fee, the Homestay Placement Fee, and an Additional Placement Fee may be charged, if applicable.

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Cancellation/Withdrawal after beginning of homestay:

- 12c The student should inform the Global Village Hawaii Accommodations Office at least four weeks in advance. For cancellations made less than four weeks in advance, Global Village Hawaii may retain up to four weeks of the homestay fee.
- 12d If the host family has failed to meet homestay conditions, then the Accommodations Office must be notified and given a chance to mediate and/or correct the problem(s). Only after the school's intervention, and if the problem(s) persist(s), the student will be moved to another homestay and there will be no refund given for the period of homestay already used. Only if no replacement homestay can be found will an accommodation refund be issued.

13. Apartments/Dormitories:

There are no Refunds for apartment and dormitory security deposits if the student cancels their accommodation bookings before arrival.

- 13a If written cancellation notice is given 60 days or more before the beginning of apartment/dormitory check-in, all money will be refunded except for any cancellation fees (varies by property) and the Accommodation Placement Fee.
- 13b If written cancellation notice is given less than 60 days before the beginning of apartment/dormitory check-in, Global Village Hawaii may retain any rent, security deposits, any cancellation fees (varies by property) and the Accommodation Placement Fee.

14. Airport Transfers:

Cancellation/Change before the date of the transfer:

- 14a If written cancellation/change notice is given 2 weeks or more before the date of the arrival or departure transfer, the transfer fee will be refunded.
- 14b If written cancellation/change notice is given less than 2 weeks before the date of the arrival or departure transfer, there will be no refund given for the transfer fee.

TRANSFER POLICY

15. Transferring to GV Hawaii: A bona fide non immigrant student enrolled as a full-time F-1 student may transfer to GV Hawaii. All GV Hawaii admissions procedures must be completed. In addition, transfer applicants must:

- 15a Notify current school of intent to transfer.
- 15b Have current school complete Global Village Hawaii's "International Student Transfer" form.
- 15c Submit a copy of current I-20 form (full-time students), passport, and all applicable Global Village Hawaii admission documents.

16. Transferring to Another School: Please talk to a Designated School Official [DSO] to complete the appropriate forms. The student may also need to have GV Hawaii complete forms from the new school (talk to the new school to see if any applicable forms are needed).

ADMISSIONS POLICY

Global Village Hawaii provides first-class English instruction to students who wish to enter American universities or study English for personal or professional reasons. Our mission is to provide a positive, supportive, and inspiring learning environment for English language students through our commitment to the highest standard of quality in the areas of academics, extra-curricular activities, accommodations and student services.

Global Village Hawaii offers a variety of adult (16 years and older) English language courses such as General English (8 levels), English Pro, and Cambridge FCE & CAE Programs. Other specialized courses include English + programs [e.g. English + Surfing, Hula]; Options Program [5 lessons per week, e.g. Grammar, Pronunciation, Conversation, Cambridge Booster, etc.]; private and semi-private lessons.

Global Village Hawaii also offers youth and junior English language programs such as the Cambridge Young Learners of English Program (YLE) and the Cambridge Teen Learners of English (TLE) Program. Recommended ages for YLE students are from 7 to 12 years old while the TLE is recommended for students of the ages 12 to 17 years old. Private and semi-private lessons are also available for youth and junior students.

Students must comply with the Department of Homeland Security and U.S. Department of State regulations and meet the required skill level necessary for entry into a particular course or level. Students are evaluated with placement tests or academic counseling (for special needs students) on the student's first day of school to determine the appropriate course and level. Please see the below admission requirements for each course.

Course Admission Requirements

- The General English Program (GEP) offers 8 levels from Beginner to Advanced. Student class level is based on a placement test and/or academic counseling.
- The Cambridge FCE & CAE Programs require a minimum score of 45% on the Entrance Test or successfully passing the next lowest Cambridge exam within two years to be considered an automatic placement.
- The Cambridge Young Learners of English & Cambridge Teen Learners of English Programs do not require a minimum level of English.

Global Village Hawaii has open enrollment year round for all courses except for the Cambridge FCE & CAE and Cambridge YLE & TLE Programs. Global Village Hawaii students are allowed a maximum of 36 months of instruction.

International students studying 18 or more hours per week (e.g. 25 lesson per week course) are required to obtain a student visa (F-1). Student visas are not required for students studying less than 18 hours per week (e.g. 16 or 20 lesson per week courses). Visa regulation information is available at the following websites.

- U.S. Department of State: <https://travel.state.gov/content/visas/en.html>
- U.S. Department of Homeland and Security: <https://studyinthestates.dhs.gov/>
- U.S. Embassy: <https://www.usembassy.gov/>

Global Village Hawaii does not discriminate with regard to race, color, national origin, ethnicity, gender, religion, sexual orientation, marital status, age, political views, immigration status, or disability.

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Admissions Process for Non-Student Visa [F-1] students:

For courses with 21 lessons (or less) per week (less than 18 hours per week)

1. Submit a completed Global Village Hawaii Registration Form online or by email, fax, mail, or in person.
2. An Admissions Deposit of USD \$500 is required to process the student's registration. Also, any accommodation deposits must be paid at this time to secure the student's room. Contact the school for availability.
3. Global Village Hawaii will send the student an invoice of the remaining balance and a letter of acceptance by email or fax to confirm the registration.
4. The remaining balance of the student's tuition, accommodation and other fees must be paid a month prior to the start of the student's studies. Payment may be made by credit card, wire transfer, money order, or bank draft. Additional bank charges may also apply. Contact the school for payment installment plan options.

Admissions Process for Student Visa [F-1] students:

For courses with 22 lessons (or more) per week (18 hours or more per week)

1. Submit a completed Global Village Hawaii Registration Form online or by email, fax, mail, or in person. In addition to the Global Village Hawaii Registration Form, the student will need to submit the following items for the school to issue an I-20 Form.
 - 1a A photocopy of the student's valid passport
 - 1b A financial statement from the student's bank or the student sponsor's bank verifying funds of at least USD \$2,800 for each month of study. For example, if the student will be studying for 6 months, the financial statement will need to show at least USD \$16,800.
2. An Admissions Deposit of USD \$500 is required to process the student's registration. Also, any accommodation deposits must be paid at this time to secure the student's room. Contact the school for availability.
3. Once all the above admissions items are submitted, Global Village Hawaii will send the student's I-20 Form by email within 5 business days. The school will not be responsible for any express courier charges.
4. After the student receives the I-20 Form from Global Village Hawaii, the student will need to pay the SEVIS fee (I-901) online at: www.fmjfee.com and print out the SEVIS fee payment receipt for the Student Visa interview. More information about the I-901 fee can be found at <https://www.ice.gov/sevis/i901>
5. Then, make an appointment at the nearest U.S. Embassy in the student's home country for a Student Visa interview. The student should bring their I-20 Form, SEVIS I-901 receipt and other documents required by the U.S. Embassy. Global Village Hawaii will also send an invoice for the remaining balance and a letter of acceptance by email or fax confirming the registration. The original copy may be mailed upon request.

The remaining balance of the student's tuition, accommodation and other fees must be paid a month prior to the start of the student's studies. Payment may

be made by credit card, wire transfer, money order, or bank draft. Additional bank charges may also apply. Student visas may take two months or more to process.

LEAVE OF ABSENCE POLICY

Global Village Hawaii students can request a leave of absence by completing and signing the Leave of Absence Request Form at least 5 working days prior to the start date of the leave of absence (LOA), unless unforeseen circumstances prevent the student from doing so. The students must specify a reason for the leave and date the LOA Request Form. Approval of the LOA will be documented by the Vice President's signature on the LOA Request Form and a copy of the form will be made available to the student. If the student does not report to school at the end of the LOA, he/she will be dismissed from school and student visa holders will have their SEVIS record terminated based on the last day of attendance. The Global Village Hawaii Cancellation Policy will be applied based on the student's last day of attendance.

Global Village Hawaii approves written requests for Leaves of Absence (LOA) of up to 4 weeks for students who are in good standing and have studied for 26 consecutive weeks. LOAs are approved in weekly segments from Monday to Friday. Students in good standing are defined as students who are not on probation or on a Student Learning Plan (SLP). Students in long-term programs such as the Academic Year Program and Semester GAP that have vacations or leaves of absence already built into the program will not be eligible to take additional leaves of absence except for emergency leaves of absence. Accrued LOA must be used within a year of being earned.

Emergency leaves of absence may be granted due to:

1. Medical Leave: Students needing medical attention for illness or health conditions may take an LOA of two weeks or more and must provide a doctor's note upon return from their leave of absence. Failure to bring a doctor's note will result in marking the days missed from school as absent.
2. Family Emergency: Examples include but are not limited to death of a family member; severely ill or hospitalized family member; or other events determined applicable. Special exceptions can be made for non-family members depending on the type of relationship with the student.

Students will need to see the Vice President for approval of their requested leave of absence. Any approved leaves of absence may consist of multiple leaves of absence provided the total leave does not exceed 90 calendar days in a 12 month period or 50% of the student's program length, whichever is shorter. An extended leave of absence of more than 4 weeks may require retesting of the Proficiency Test upon return from the leave of absence.

The length of the leave of absence may be extended provided all the conditions above are met. To extend an LOA, a written request must be given to the Vice President for his/her signature and approval prior to the end of the current LOA. A copy of the form will be provided to the student either upon his/her return to school or by email or fax.

Leaves of absences do not count towards the duration in a class level in terms of making student progress.

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Application Process: A letter of acceptance will be issued upon receipt of the completed registration form and possibly partial or full payment. Please check with the school on payment policy. The original copy may be mailed, faxed, or emailed upon request. The school is not responsible for any extra courier charges.

Minors: Students under the age of 18 must have their application co-signed by a parent or legal guardian. Underage students must submit underage agreements signed by their parents/legal guardians. Student contracts must be signed by parents or legal guardians.

Payment: Students may be required to pre-pay tuition fees when applying for student visas. Check with school and local consulate or embassy on payment methods and any other requirements. Payment may be made by credit card, wire transfer, money order, or bank draft. Additional bank charges or credit card transaction fees may also apply.

Refunds: Check fee sheets and our website for school policies. To be considered for a refund a student can submit a written notice of withdrawal to the school. The date of receipt of the written notice determines which cancellation charges will be applied.

Changes and Availability: Start dates, programs and course content may change at any time and without prior notice. The fees, dates and conditions listed in this brochure are subject to change at any time and without prior notice. Please check website for up-to-date information. All courses are available based on enrollment.

Responsibility: Global Village and its officers, directors, shareholders, employees, or stakeholders accept no responsibility whatsoever for any loss or damage to the personal belongings or property of a student or program participant or for any injury to or death of a student or program participant occurring on or off school property. Students must comply with the rules of the school. Failure to do so may result in dismissal. The President must receive a written description of all complaints. Please check with the school regarding a complaint resolution procedure.

Medical insurance:

Global Village Hawaii strongly encourages all international students 18 years or older to have a health insurance policy at the time of enrollment. Proof of a health insurance policy for students under 18 years old is required prior to enrollment. A student may also buy insurance for any family members (husband, wife, or a child) who are in the United States. Global Village Hawaii will provide upon request an array of medical insurance providers for international students to choose from. For more information about health insurance and how to obtain health insurance, you may contact the school or visit the following website to view a list of NAFSA approved health insurance providers at <http://www.nafsa.org/resourcelibrary/default.aspx?id=8823>. Student or legal guardian is responsible for ensuring sufficient medical insurance coverage is in effect before arrival.

Materials and advertising by third parties on offerings by GV must be approved in writing by GV.



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