

# POLICIES

## CANCELLATION, REFUND & ADMISSIONS POLICIES

### 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 \$115.
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):

10.a 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.

10.b 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 school fees, 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 nonrefundable charges may be charged.

11. Cancellation/Withdrawal of Enrollment before the student’s program start date or never attended class/no show (Initial I-20). If a student was accepted by GV Hawaii enters the United States on an I-20 obtained through GV Hawaii and subsequently cancels prior to the start of scheduled classes or never attends class (no show), GV Hawaii may retain:

11a. For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four (4) weeks, actual housing costs incurred by GV Hawaii, and a maximum total of \$500 for non-refundable charges, including any application/registration, courier or any other related fees.

11b. For an enrollment period of 12 weeks or more, all the tuition charges for up to six (6) weeks, actual housing costs incurred by GV Hawaii, and a maximum total of \$500 for non-refundable charges, including any application/registration, courier or any other related fees.

12. Cancellation/Withdrawal of Enrollment before the student’s program start date or never attended class/no show (Change of Status). If a student receives approval for a change of visa status with an I-20 issued by GV Hawaii and subsequently cancels prior to the start of scheduled classes or never attends class (no show), GV Hawaii may retain:

12a. For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four (4) weeks, actual housing costs incurred by GV Hawaii, and a maximum total of \$500 for non-refundable charges, including any application/registration, courier or any other related fees.

12b. For an enrollment period of 12 weeks or more, all the tuition charges for up to six (6) weeks, actual housing costs incurred by GV Hawaii, and a maximum total of \$500 for non-refundable charges, including any application/registration, courier or any other related fees.

13. 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. Any money to be refunded will be mailed to the student’s home address or to their travel agent.

13.a No refunds will be given for the first 4 weeks of the student’s study program.

13.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.

13.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.

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## HAWAII POLICIES CONTINUED

13.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.

13e Refunds due students may not be applied toward future tuition fees.

13.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

14. Homestay: Cancellation/Withdrawal before beginning of homestay:

14.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.

14.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.

Cancellation/Withdrawal after beginning of homestay:

14.c 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.

14.d 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.

15. Apartments/Dormitories:

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

15.a 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.

15.b 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.

16. Airport Transfers:

Cancellation/Change before the date of the transfer:

16.a 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.

16.b 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

17. 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:

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

18. 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 Preparation. Other specialized courses include English + programs [e.g. English + Surfing, Hula]; Options Program [5 lessons per week, e.g. Grammar Booster, Conversation Club, English Through Movies, Writing Workshop, Conversation and Vocabulary]; 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 Program (TLE). Recommended ages for YLE students are from 6 to 12 years old while the TLE is recommended to 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 assessed with placement tests or academic evaluations (for students who are not capable of taking the placement test) 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 evaluations.
- 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 Program & Cambridge Teen Learners of English Program 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 lessons 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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## HAWAII POLICIES CONTINUED

### 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 for the remaining balance and a letter of acceptance by email 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 unless otherwise approved by the school. 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.
  - 1.a A photocopy of the student's valid passport
  - 1.b A financial statement from the student's bank or the student sponsor's bank verifying funds of at least USD \$3,300 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 \$19,800.
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](http://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 <http://www.ice.gov/sevis/i901/index.htm>. Student Visas may take two months or more to process.
5. Then, make an appointment at the nearest U.S. Embassy 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.
6. 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.

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## HAWAII POLICIES CONTINUED

### LEAVE OF ABSENCE POLICY

Global Village (GV) Hawaii defines a leave of absence (LOA) as an authorized absence from one's study program. 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, 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. An electronic copy of the LOA Request Form will be filed away in the student's record in the CLASS database.

If the student does not report to school at the end of the LOA, Global Village Hawaii will check attendance records thereafter and if the student is absent for more than 10 consecutive class sessions, the student will be dismissed from school and if applicable, the student's I-20 Form will be terminated. The Global Village Hawaii Cancellation Policy will be applied based on the student's last day of attendance.

GV Hawaii has the below types of leave of absences.

#### 1. Vacation LOA

Students who are in good standing and have studied for 26 consecutive weeks will be allowed up to 8 weeks of LOA. LOAs are approved in weekly segments from Monday to Friday. Students in good standing are defined as students who are not on probation or have 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 absences already built in the program, will not be eligible to take vacation LOAs except for emergency leaves of absence. Accrued LOA must be used within a year of being earned. GV Hawaii will not charge any additional fees as a result of the vacation and will offer the student to apply the tuition of their approved LOA in weekly segments as an extension to the student's original study period.

- Example: Student A's original study period is from January 8, 2024 to November 1, 2024 [43 weeks]. Student A is in good standing and has been approved a vacation LOA of 6 weeks from July 22 to August 30, 2024. Student will be offered to apply the 6 weeks of tuition as an extension of their study period to end on December 13, 2024.

#### 2. Medical Emergency LOA

Students needing medical attention for illnesses or health conditions may request a LOA. An official doctor/health care provider documentation (e.g. summary of medical visit) is required in advance of the beginning date of the LOA unless unforeseen circumstances prevent the student from doing so. Failure to bring a doctor's note will result in marking the days missed from school as absent. A student will be allowed to take their LOA for the period specified by their doctor/health care provider as noted on the official doctor/health care provider documentation. If a student wishes to extend their medical emergency LOA, then the student will need to submit another LOA request in person or by other means (e.g. email) at least 2 business days before the original LOA ends unless unforeseen circumstances prevent the student from doing so. The student must also submit additional documentation from their doctor/health care provider with the recommended extended LOA period and reason for the extension. GV Hawaii will not charge any additional fees as a result of the medical emergency LOA.

#### 3. Family Emergency LOA

Examples include but are not limited to death of a family member; severely ill or hospitalized family member; or other events determined applicable by GV Hawaii. Special exceptions can be made for non-family members depending on the type of relationship with the student. Documentation (e.g. medical documentation or obituary) of the family emergency is recommended to submit when making the LOA request in advance of the beginning date of the LOA unless unforeseen circumstances prevent the student from doing so. GV Hawaii will not charge any additional fees as a result of the family emergency LOA.

#### 4. Military Service Emergency LOA

Examples include but are not limited to official military orders (e.g. deployment) or other events determined applicable by GV Hawaii. Documentation (e.g. military order) of the military service emergency is required to submit when making the LOA request in advance of the beginning date of the LOA unless unforeseen circumstances prevent the student from doing so. GV Hawaii will not charge any additional fees as a result of the military service emergency LOA and will offer the student to apply the tuition of their approved LOA in weekly segments as an extension to the student's original study period.

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 five (5) months in a 12-month period. A LOA of more than 4 weeks may require retesting of the Proficiency Test upon return from the LOA.

The length of the leave of absence may be extended provided all the above conditions are met. To extend an LOA, a written request can be given to the Vice President for his/her signature and approval prior to the end of the current LOA unless unforeseen circumstances prevent the student from doing so. A copy of the form will be available to the student either before or upon his/her return to school.

Leaves of absences do not count towards the duration in a class level in terms of making student progress nor as part of the 36 months of maximum language training allowed at GV Hawaii.

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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.

**Class and Activity:** A minimum of 6 students to run a class and/or activities.

**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 health insurance providers at <https://studentinsurancefinder.com/gvenglish-hawaii/customer/home>. 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.