



## School Policies 2019

### ADMISSIONS POLICY

Admission to IIE is open to any person who 1) is 17 years of age or older (private lessons, junior & special programs do not apply), 2) provides the completed application form and registration fees, and 3) provides the required financial certification and tuition deposit (F1 students only). Some courses or programs have minimum English level requirements.

Acceptance is not guaranteed due to IIE's Nationality Mix Policy: 50 percent limit on any nationality in the total morning adult student enrollment (private lessons excluded). Nationality mix limit does not apply per class.

#### Application Process: Non-F-1 Visa Students - Adults

For programs with 20 lessons (or less) per week:

Please provide to IIE (by email, fax, mail, or in person):

- Adult Application Form
- a photocopy of your valid passport
- IIE will send you an invoice for payment to confirm registration.

Minimum payment:

- Registration Fee (non-refundable)
- Accommodation Placement Fee, if housing requested (non-refundable)

You will receive confirmation and information about your classes, and first day orientation schedule.

Payment for the remaining balance of your tuition and fees is due at least 6 weeks before your starting date.

#### Application Process: F-1 Visa Students - Adults

In order to study in IIE's 25+ lessons programs, an F-1 Student Visa is required. Students must first register for classes at IIE to receive an I-20 document to apply for an F-1 Student Visa.

Please provide to IIE (by email, fax, mail, or in person):

- Adult Application Form
- a photocopy of your valid passport
- a recent bank statement showing a minimum of \$2,200 per four weeks of study at IIE (additional funds required for dependents)

IIE will send you an invoice for payment to confirm registration.

Minimum payment:

- Registration Fee (non-refundable)
- Full Tuition Payment or Tuition Deposit \$500
- Accommodation Placement Fee if housing requested (non-refundable)

When IIE receives the Registration Fee and Tuition payment or deposit, we will send you the I-20, your confirmation, class information, and first day orientation schedule by mail within 10 business days. (For express mail, add \$100 to your payment.)

After you receive your I-20 from IIE, pay the SEVIS fee (I-901) of \$200. For more information on the SEVIS I-901 fee: <http://www.ice.gov/sevis/I901/index.htm>

Make an appointment at the U.S. embassy in your country for a Visa interview. Take the I-20 document, SEVIS I-901 receipt and your documents with you.

Payment for the remaining balance of your tuition and fees is due at least 6 weeks before your starting date.

### Payment of Fees

IIE accepts payment in the form of U.S. dollars, checks (U.S. banks), wire transfers, travelers checks (in person only), and credit cards (VISA/MasterCard/JCB). Credit Cards: 3 percent Administrative Fee added. Wire Transfers: Please add \$25 wire transfer fee to the amount. Contact IIE for Account Information.

### Health Insurance

Medical care in the U.S. is expensive. Students are strongly encouraged to arrange health insurance before arriving to U.S.

### Program & Policy Changes

IIE reserves the right to change programs and policies without prior notice.

### ATTENDANCE & CONDUCT POLICIES

It is the policy of IIE Hawaii that all students attend class every day in order to ensure academic excellence, readiness and consistency. Students with an F-1 visa must maintain 80 percent attendance per term for their visa to remain valid. All students who fail to consistently maintain 80 percent attendance, or who are absent 10 days consecutively, are subject to termination of enrollment and if applicable, immediate termination of F-1 visa.

### Leave Of Absence

A Leave of Absence may be granted for urgent personal reasons or family emergency. Students must leave the U.S. within 15 days of suspending studies, unless there are medical reasons for the leave (doctor's recommendation is needed). There is a maximum of two Leaves of Absences, not to exceed 60 days in total or 25% of total enrollment. If students do not return by the specified date, IIE's cancellation policy goes into effect.

### Vacation

F-1 students can take up to 2 week vacation after they have studied at IIE for at least four terms (16 weeks). Students can combine vacation time for a total of four weeks if they have studied at IIE at least 9 months. (Students in the Academic Year program are eligible for 2 weeks of vacation per academic year after they have studied for at least 2 sessions). Students must be enrolled at IIE a minimum of four weeks after the scheduled vacation. Vacation requests must be made four weeks before departure.

### English Only Policy

In order to encourage the use of English, IIE has a strict English Only Policy on the premises and on all school activities.

### Student Conduct & Dismissal

Students must comply with rules and code of conduct of school, including attendance and English Only policies. Students in continued violation after appropriate warnings will be dismissed.

### PROGRAM 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

### General Conditions

- Cancellations within 72 hours of application will receive a full tuition refund including Registration Fee.
- All course changes after the start of the program resulting in a reduced enrollment are subject to a \$150 program change fee.

- All cancellations are calculated at the rate charged for the number of weeks completed. No partial week refunds.
- There are no refunds or credit for classes missed due to holidays, orientation, natural disasters or other circumstances beyond the school's control.
- Textbook & Materials Fees are not refunded once they are issued. (If student already has the same textbook, the student may request a refund of textbook charge within the first week of studies if the book is unused)

### Adult Programs

- Cancellations, after 72 hours of application, but before start of program, will receive a full refund minus the Registration Fee and, if applicable, express mail or SEVIS fees. Special conditions apply to cancellations by students who enter the U.S. on an I-20 issued by IIE: no refund on first four weeks; for programs of 12 weeks or more, no refund on the first six weeks. Refunds are issued within 45 days of first scheduled day of the program or date of cancellation, whichever is earlier.
- Cancellations after start of the program are subject to the following restrictions. No refund on the first four weeks. Cancellations before or at the mid-point of study program will receive a refund on the weeks not completed after the last date of attendance. Refunds are issued within 45 days of last date of attendance or date of cancellation. Cancellations after the mid-point of study program will not be eligible for a refund.
- For students who complete the initial study program but cancel before or at the midpoint of subsequent study program (i.e. program extension), IIE will issue a refund on the weeks not completed after the last date of attendance. Refunds are issued within 45 days of last date of attendance or date of cancellation. For students who cancel after the midpoint of any subsequent study program, IIE will retain all of the tuition.
- Students who are dismissed from IIE for violating attendance or disciplinary policies are subject to the same cancellation and refund policies as above. Refunds are issued within 45 days of the last date of attendance or the date of determination of dismissal.

### Kid-STEP & Teen-STEP

- Cancellations (after 72 hours of application) but before May 10, 2019: no refund on Registration Fee and 50% of Activity Fee (maximum \$500). From May 10, 2019: No refund on Registration Fee or Activity Fee
- After start of programs: cancellations before or at the mid-point of study program will receive a refund on tuition for the weeks not completed (except the first four weeks). Cancellations after the mid-point of study program will not be eligible for a refund.

### Private English & Activity Lessons

- No refunds will be issued for cancellations less than seven days prior to the scheduled lesson. Schedule change requests must be made at least 48 hours in advance. There is no guarantee that the lesson can be rescheduled.
- Lessons cancelled by the school will be refunded in full.

## ACCOMMODATION CANCELLATION & REFUND POLICIES

### General Conditions

- There is no refund on the Accommodation Placement Fee for any accommodation

- The term "cancellation" includes dates of accommodation that are deferred after confirmation.

### Shared Houses, Apartments & Student Residences

#### Pineapple Place, Hale Aloha, Diamond Head, Ena, Beachwalk, Vista

- Cancellations received at least 60 days before check-in: full refund except Placement Fee.
- Cancellations received 30-59 days before check-in: no refund on Placement Fee and up to 4 weeks' rent penalty.
- Cancellations less than 30 days before check-in: no refund on Placement Fee and up to 8 weeks' rent penalty.
- After check-in, cancellations must be received at least 60 days in advance. No partial week cancellations

### Homestay

- Cancellations at least 14 days before check-in (Hawaiian time) will not be assessed a cancellation charge.
- Cancellations less than 14 days before check-in will be assessed 50% of the homestay fee (up to 50% of four-week homestay rate).
- Cancellations after check-in must be received 30+ days in advance. The cancellation fee is 10% of the remaining period.
- Students requesting a different homestay after check-in must give 30 days' notice and pay a Re-Placement Fee of \$100.

### IIE Waikiki Student Condos

- Cancellations at least 60 days before check-in: 100% refundable except Placement Fee.
- Cancellations 30-59 days before check-in: no refund on first 4 weeks of stay and Placement Fee.
- Cancellations less than 30 days before check-in: no refund on the first 8 weeks of stay and Placement Fee.
- After check-in, cancellations must be received at least 60 days in advance. No partial week cancellations.

### Condos at Ilikai (& Others)

- Advance Deposit of \$500 required to secure a reservation.
- Cancellations at least 45 days before check-in: 100% refundable except Placement Fee.
- Cancellations less than 45 days before check-in time: Deposit and Placement Fees not refunded.
- For stays between Dec. 20-Jan. 2: cancellations must be received by Oct. 1 for refund on Deposit.
- After check-in, there is no refund on cancellations for bookings of 8 weeks or less. For bookings of more than 8 weeks, cancellations must be submitted with a 4 week notice, and is subject to a cancellation penalty of 15% of the remaining period. No partial week cancellations.

### Other Condominium & Hotels

- Refunds are calculated according to the policies of the individual rental establishment.
- There is a cancellation processing fee of \$100.

### Waikiki Beachside Hostel

- Cancel less than two days before check in: one night charge.
- After check in, cancellations received less than two days in advance: one night charge.
- Cancellation processing fee of \$100.

### Airport Transfer

- Airport transfer fees will be refunded if cancellation is received at least 14 days before arrival
- If flight details are not received at least 14 days before arrival, it is considered a cancellation of the requested airport transfer.