



## Cancellation and Refund Policy

1. If a student cancels his/her registration within 72 hours of the registration being received, HELP will refund all fees, except for SEVIS fees or express mailing fees.
2. If a student's visa is denied, all fees will be refunded, except for the SEVIS fees or express mailing fees.
3. If a student cancels/withdraws from class by the end of the second day of the session, s/he will receive a refund of 100% of tuition paid, except for registration fees, SEVIS fees, or express mailing fees.
4. If a student cancels/withdraws from class before the end of the fourth day of the session, s/he will receive a refund of 50% of tuition paid for that session. Thereafter, there will be no refund on the tuition for that session, but tuition paid for additional sessions will be refunded. Students may receive tuition refunds for future unused study terms by completing the Cancellation of Enrollment Form at least 72 hours before the beginning of the new term. They will receive a refund of all unused tuition and fees except for a \$50 processing fee.
5. For students arriving late or students entering class in the middle of the term, the refund policy is in effect from the first day of the term, not from their first day of attendance.
6. Students who are absent from class for 10 consecutive days will have their enrollments cancelled on the 10th day of absence. These students will receive no refund for the current session, but may receive tuition refunds for future unused study terms by completing the Cancellation of Enrollment Form.
7. Students who take a Leave of Absence (LOA) for any reason during the term will not receive any refund of tuition paid for the LOA period.
8. If a student is dismissed from school for any reason, NO refund will be given for the term in session, but only for any future terms for which they may be registered. These students may receive tuition refunds for future unused study terms by completing the Cancellation of Enrollment Form. Any money to be refunded will be mailed to the students' home address or to their study agent.
9. Students understand that if they register through study agents, they may have signed contracts with these agents that include cancellation penalties, no-refund policies, or home-country-refunds-only conditions. In all cases regarding agent-sent students, HELP will confirm the conditions of agent-student contracts with study agents before issuing any refunds.
10. There is NO refund of accommodations fees once the accommodations period begins, unless the school or accommodations provider/Homestay family violates accommodations service conditions.

*Refunds are issued within 60 days of the receipt of the written withdrawal.*