

## ✕ Do I get a refund if I have to cancel my English language studies?

If you cancel your enrollment prior to the start of the initial session in which you are enrolled, a cancellation fee equal to 4 weeks tuition [or to your proposed length of study, if less than 4 weeks] will apply. However, fees such as: housing stipend or residential fee and airport transfer fees will be refunded.

After the start of any session the following cancellation fees will apply:

**Tuition:** Tuition for the full 12-week session [or to your proposed length of study, if less than 12 weeks] is non-refundable, unless you test above our highest level of instruction or have a documented medical emergency. If you test above our highest level of instruction, tuition and fees paid will be refunded. If during your session you must return to your home country for a documented emergency, the unused portion of your tuition will be held on account for a period of one year, for use upon your return.

**Housing stipend:** A cancellation fee equal to 2 weeks of housing stipend will apply.

**Residential fee:** A cancellation fee equal to 2 weeks paid residential fee is non-refundable.

For any session in which you cancel, fees paid for materials, books, student services and health insurance [if chosen] are non-refundable.

If Open Hearts Language Academy cancels the program, subsequent to your enrollment, all tuition and fees, including the initial application fee, paid will be refunded.

If you are terminated by Open Hearts Language Academy due to violations of the school written disciplinary and/or attendance policies and/or local, state, or federal laws, no refund will be permitted.

If your tuition and fees are paid through an Open Hearts Language Academy representative in your country, the refund will be processed through this representative.