



EDUCATION ABROAD PROGRAM REFUND POLICY

Authority:	Provost and Vice Chancellor for Academic Affairs
History:	Effective May 1, 2009
Related Links:	UNCW Tuition Refund Schedule ; Travel Abroad and Reentry Policy
Responsible Office:	Office of International Programs; Student Accounts; Office of Scholarships & Financial Aid

I. Purpose

To provide guidelines governing the refund of program tuition, fees and deposits, and travel expenses.

II. Scope

This policy applies to all intended participants in Education Abroad Programs, including both UNCW and non-UNCW students.

III. Definitions

A. Associated Programs

Although UNCW works in coordination with them, Affiliated Programs (developed and run by third party vendors such as AIFS, CEA, CIEE, ISA and Asia/AustraLearn), Exchange Programs, Partner Institutions' Programs and Third-Party Programs (hereinafter referred to as 'Associated Programs') are Education Abroad Programs which are operated by vendors and/or institutions other than UNCW.

B. Program Fees

The cost of participation in an Education Abroad Program (hereinafter referred to as 'Program') that has been or is to be collected by UNCW's Office of International Programs or is being coordinated and collected by an Associated Program. It does not include any contemporary UNCW Tuition and Mandatory Fees which may be a requirement of participation in the Program. Upon submission of an application and deposit for an education abroad program, UNCW may commit and/or spend on the students' behalf funds associated with Program Fees. While some costs of transportation will be included, not all are included; airfare is generally not included. Deposit/exchange fees are non-refundable, unless the student is not accepted by the program or the program is cancelled.

C. Airfare, Other Travel Costs and Fees

Program fees do not generally include airfare and some travel costs. Most students will purchase airline tickets separately on their own and should consider purchasing travel insurance for full refund of the cost of the travel.

IV. Policy

A. UNCW Tuition and Mandatory Fees

The refund of UNCW Tuition and Mandatory Fees related to a Program, due to either cancellation authorized by the university or Associated Program, the student withdrawing from the Program or the student being removed from the Program, falls under the UNCW Tuition Refund Schedule (a link is found in the Related Links section). In general, the timing of the separation from the Program, whether the course is deemed completed and whether credits are earned will affect the amount available for refund. The Financial Aid Office will review program cancellations on a case-by-case basis for students who are receiving financial aid.

B. Programs Fees

1. Program Cancellation Authorized by UNCW Administration

a. In General

UNCW reserves the right to cancel or alter any portion of a UNCW-sponsored Program. Unavoidable events, such as natural disasters, epidemics, civic unrest, or acts of terrorism, may result in cancellation of a Program in order to ensure the safety of our students. UNCW further reserves the right to cancel any Program for any reason at our sole discretion, including without limitation under-enrollment. Alterations to a UNCW Program may become necessary if circumstances beyond our control, such as fluctuating currency exchanges, areas in the host country identified as unsafe for travel during the program, or rising travel costs, warrant and make these changes necessary in order to maintain a viable program.

b. Refunds

The refund of UNCW Program Fees, due to cancellation authorized by the university, will be governed by when it occurs:

- 1) If prior to the beginning of the Program or Semester, whichever is earlier, all Program Fees paid to UNCW will be refunded, contingent upon availability of funds.
- 2) If after the beginning of the Program or semester, whichever is earlier, a prorated portion of Program Fees paid to UNCW, will be refunded, contingent upon availability of funds. An appropriate evaluation of academic credit will follow. These actions will terminate any further responsibility on the part of UNCW.

c. Airline Rebooking Fees

If a UNCW Program is cancelled before the starting date, the Office of International Programs will try to find an alternative program and, contingent upon availability of funds, will reimburse students for the rebooking fee to use the ticket for a UNCW-approved program within a year of date of issue on the same airline. Most rebooking allows for change in travel destinations. If a UNCW Program is cancelled after the start date, contingent upon availability of funds, UNCW will reimburse students for rebooking fees associated with immediate return to the point of origin.

2. Program Cancellation Authorized by Associated Programs

If the program is canceled by another party other than UNCW, considerations for refund fall under the policy of said entities. Each Associated Program will have its own policies regarding withdrawal. Students must contact the Associated Program provider for details.

3. Withdrawal from Program by Participant

a. Withdrawal from a UNCW Program

If a student withdraws from a UNCW Program prior to the start date, UNCW will make every effort, contingent upon availability of funds, to refund all recoverable and non-committed portions of the UNCW program fee. In order to qualify for any refund, the Office of International Programs must receive notice from the student of her or his intent to withdrawal in writing prior to the beginning of the program. Letters or emails should state the reason for withdrawal. No refunds will be made available to students who withdraw once the program has commenced.

b. Withdrawal from non-UNCW Program

To withdraw from an Associated Program, students must notify both UNCW and the program provider directly. If a student withdraws from an Associated Program, he or she may be subject to penalties and/or be responsible for any deposits or charges incurred on his or her behalf. Each Associated Program will have its own policies regarding withdrawal. Students must contact the Associated Program provider for details.

4. Exclusion or Detachment of Participant

If a student is excluded or detached from a UNCW Program for any reason, there will be no refund of program fees paid or expenses incurred. The student may be subject to further disciplinary, civil and/or criminal action upon return to UNCW.

5. Sources of Funds Available for Refund of Program Fees

Refunds may only be paid out of funds from the Office of International Programs at the direction of assistant provost for International Programs with prior approval from the Office of the Provost.