

Withdrawal and Refund Policy

This policy applies to all ISO study abroad programs, unless otherwise noted in the program materials. Information on specific program costs is available from the online program brochure or from the International Studies Office.

1. STUDENT WITHDRAWAL:

Withdrawing prior to acceptance into the program: Students wishing to withdraw their application from being considered for acceptance into a UVA study abroad program must change their online application status to “Withdrawn” by clicking the WITHDRAW button on their application home page.

Withdrawing after acceptance, but BEFORE committing to the program: Students wishing to withdraw their application after have been accepted into a UVA study abroad program must decline their acceptance offer by clicking the DECLINE button on their application home page.

Withdrawing after having committed to the program: If, under extenuating circumstances, a student has to withdraw from a UVA study abroad program after having committed to participate the student must notify the International Studies Office (NOT the program faculty leader) by completing a *Late Withdrawal Form*. ISO will not accept e-mail notifications or cancellations by phone. The date on which the notice is received by ISO will be the official date of withdrawal.

Students who file the *Late Withdrawal Form* will be eligible for refunds according to the ISO Study Abroad Withdrawal and Refund Policy. Students, who fail to file the *Late Withdrawal Form* with the ISO, will continue to be responsible for payment of the program fee.

a. Program Deposits:

Deposits collected at the time of application are non-refundable if the student is accepted to the program. If a student is not accepted to the program, application deposit will be refunded in full.

Deposits collected at the time of registration for a program are non-refundable.

b. Program Fees:

If ISO is notified of a student’s withdrawal by the final payment due date, all program fees, with the exception of the non-refundable deposit, will be refunded.

If ISO is notified of a student’s withdrawal after the final payment due date, programs fees will be refunded, less the following: the non-refundable program deposit, a \$500 processing fee, and any payments to third parties made on the student's behalf.

c. Airline Tickets

The University assumes no responsibility for attempting to secure refunds for student airline tickets. Students should note that airline tickets may be completely or partially non-refundable, depending on the terms under which the tickets were issued. **Students are strongly advised to secure travel insurance**, and should be aware that travel insurance does not cover all areas of possible program cancellation.

2. STUDENT SUSPENSION and/or DISMISSAL

No refund or credit will be given to students who are suspended and/or dismissed from the program for conduct or academic violation reasons.

3. UVA CANCELLATION OF PROGRAM

a. Cancellation due to Insufficient Enrollment:

UVA may cancel a program for insufficient enrollment. If this occurs, deposits and any fees paid will be refunded and alternative program(s) will be recommended. The decision to cancel a program due to insufficient enrollment will be made by the final payment due date.

b. Cancellation due to Other Reasons:

Prior to departure, programs may also be canceled for reasons other than insufficient enrollment as stated in the UVA Cancellation Policy for Study Abroad Programs.

- i. If UVA cancels a program **prior to departure** for reasons other than insufficient enrollment, all fees will be refunded.
- ii. If UVA cancels a program **after the departure date**, all non-committed funds will be refunded to the student.
- iii. If it is necessary to cancel a program while students are in the host country, every effort will be made to allow students to complete the course in an alternate setting. If this were to occur, programs would be considered on an individual basis depending on the specific circumstances involved.
