



EDUCATION ABROAD PROGRAM REFUND POLICY

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| Authority: | Provost and Vice Chancellor for Academic Affairs |
| History: | Revised October 2020; 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, 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, Associated Programs (developed and run by third party vendors such as AIFS, CIEE, and ISA), Partner Institutions' Programs, and Third-Party Programs (hereinafter collectively referred to as "Associated Programs") are Education Abroad Programs operated by vendors and/or institutions other than UNCW.

1. Unaffiliated Programs are education abroad experiences facilitated by entities that do not have an official relationship with UNCW. If an Unaffiliated Program is approved by UNCW's Office of International Programs for a specific student and term, it is then treated as an Associated Program.

B. UNCW Programs

UNCW Programs are Education Abroad Programs facilitated by UNCW such as exchange programs, direct study abroad programs, and faculty-led programs. Programs branded as "UNCW in [location]" are not UNCW Programs.

C. Program Fees

Program Fees are 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. With UNCW Programs, Program Fees generally do not include any contemporary UNCW Tuition and Mandatory Fees which may be a requirement of participation in the Program. Program Fees do not include airfare and other travel costs unless otherwise specified. Upon submission of an application and deposit for a Program, UNCW may commit and/or spend on the students’ behalf funds associated with Program Fees. Deposits and application fees are non-refundable, unless the student is not accepted by the Program or the Program is cancelled. Voluntary withdrawal of an application does not qualify a student for a refund.

D. Airfare, Other Travel Costs and Fees

Program Fees generally do not include airfare, independent housing, and other personal travel costs. For most Programs, students are required to purchase airline tickets independently. Students are encouraged to purchase full coverage “Cancel for Any Reason” travel insurance in the event of an emergency or other unplanned change in circumstances. Airfare, independent housing, and other personal travel costs are students’ sole responsibility and are not refundable by UNCW.

IV. Policy

A. UNCW Tuition and Mandatory Fees

The refund of UNCW Tuition and Mandatory Fees related to a Program, due to cancellation authorized by UNCW or the host 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. 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 Office of Scholarships and Financial Aid will review program cancellations on a case-by-case basis for students who are receiving financial aid.

B. Program Fees

1. Program Cancellation Authorized by UNCW

a. In General

UNCW reserves the right to cancel or alter any portion of a Program. Unavoidable events, such as natural disasters, epidemics/pandemics, 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 under-enrollment. Alterations to a 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 to maintain a viable Program.

b. Refunds

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

- 1) If prior to the beginning of the Program or semester in which the Program is scheduled to take place, whichever is earlier, all Program Fees paid to UNCW may be refunded, contingent upon availability of Program-related funds. In some cases, UNCW is required to spend all Program Fees prior to the commencement of a Program and refunds may not be available.
- 2) If after the beginning of the Program or semester, whichever is earlier, a prorated portion of Program Fees paid to UNCW may be refunded, contingent upon availability of Program-related funds. In some cases, UNCW is required to spend all Program Fees prior to the commencement of a Program and refunds may not be available. An appropriate evaluation and potential award of academic credit will follow. These actions will terminate any further responsibility on the part of UNCW.

c. Airline Rebooking Fees

If a 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 change fee to use the ticket for a Program within a year of date of issue on the same airline. Most rebooking allows for change in travel destinations. If a Program is cancelled after the start date, contingent upon availability of Program-related funds, UNCW will reimburse students for change fees associated with immediate return to the point of origin. UNCW will only reimburse for change fees associated with switching to a new Program in accordance with this paragraph. Students who elect to purchase a one-way flight, purchase a new return flight, or purchase airline tickets with rewards, points, or miles are not eligible for reimbursement.

2. Associated Program Cancellation

If an Associated Program, which is operated by vendors or institutions other than UNCW, is canceled, potential refunds fall under the policies of those entities. Each Associated Program will have its own policies regarding cancellation. Students must contact the Associated Program provider for details.

3. Withdrawal from Program by Student

a. Withdrawal from a UNCW Program

If a student voluntarily 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 Program Fee. In order to qualify for any refund, students must notify their education abroad advisor via email prior to the beginning of the Program, including the reason for withdrawal. No refunds will be made available to students who withdraw once the Program has commenced.

b. Withdrawal from Associated Program

To withdraw from an Associated Program, students must notify both the Office of International Programs 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 Student

If a student is excluded or detached from a Program for any reason, there will be no refund of any Program Fees paid or expenses incurred, including those for lodging and return to the point of origin. 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 the associate vice chancellor for International Programs with prior approval from the Office of the Provost.