

CANCELLATION POLICY

1. All cancellation must be received in writing and refund will be calculated based on your last date of physical attendance at school. The failure of a student to notify the school in writing of withdrawal may delay refund of tuition due.
2. If your application is not accepted or if you are denied a visa to enter the United States, all tuition and fees will be refunded except; the initial application fee; SEVIS fee; mailing fee and, if requested, the University Placement Processing fee.
3. If you test above our highest level of instruction, all tuition and fees will be refunded except; the SEVIS fee; mailing fee and, if requested, the University Placement Processing fee.
4. If subsequent to your enrollment, Open Hearts Language Academy cancels your program, all tuition & fees including the initial application fee, will be refunded.
5. 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.
6. Open Hearts Language Academy will process all refunds within 14 days of receipt of the written refund request and the bank account or card details needed to be able to process the refund. OHLA can only refund the person who made the initial payment
7. If you cancel your enrollment prior to the start of the initial session in which you are enrolled, a cancellation fee equal to a 4-week tuition period (or up to your proposed length of study, if less than 4 weeks) will apply. The Homestay or Residence Placement Fee is also non-refundable. However, fees such as housing and airport transfer fees will be refunded.
8. 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.
 - Accommodation fees:** The Homestay and Residence placement fees are non-refundable. If you leave your accommodation option early, a cancellation fee equal to 2 weeks of accommodation fees will apply