2027 Cancellation & Refund Policies

Student Services Department
Global Village IIE Hawaii
11/3/2026

1.In this policy, the word “program” refers to the full cycle for studies for which the student registered. Extensions of studies will be treated separately.

2.To be considered for a refund, a student or agent can submit a completed Cancellation Form or notify the school of the cancellation by some other means.

3.For any study program changes resulting in a decrease in the number of English lessons per week (e.g. 20 lpw to 10 lpw) after enrollment has begun, there will be a one-time study program change fee of $120.

4.For specialized Package Programs (e.g. Study group tours, English Plus/Hawaiian Adventures, etc.), tuition refunds will be provided in accordance with the normal Cancellation/Withdrawal Policy below. Housing, activities, airport transfers, excursions, and other non-tuition services will be refundable except for services already provided and actual non-refundable costs incurred or committed by GV IIE Hawaii on the student’s behalf.

5.There are no refunds or make-up classes for classes missed due to holidays, graduation, orientation, natural disasters and/or other situations beyond the school’s control.

6.If Global Village IIE Hawaii cancels a program that a student registered for, and proficiently tested into, Global Village IIE Hawaii will refund all monies paid by the student. If the student came through an agency, Global Village IIE Hawaii will check with the student’s agency for any other fees that they may assess.

7.If a student is dismissed from school for violating school policies, Global Village IIE Hawaii will refund the student per the normal Cancellation/Withdrawal policy [see below].

8.It is understood that students who register through travel agents have signed contracts with these agents that may include cancellation penalties, no refund policies, or home country refunds only conditions. In all cases regarding agent-sent students, Global Village IIE Hawaii will confirm the conditions of agent-student contracts with travel agents before issuing any refunds.

9.Textbook fees will not be refunded once the books have been issued to the student. If a student has the same edition of textbook(s) from previous studies, the student may request a refund for the new textbook(s). The request must be made within the first week of studies. No refunds will be given beyond this period.

10.TLE Teens STEP/YLE Kids STEP Activity and Lunch fees are refundable except for services already provided and actual non-refundable costs incurred or committed by GV IIE Hawaii on the student’s behalf. GV IIE Hawaii generally commits to these services approximately four weeks prior to the student's program start date; therefore, students are requested to provide cancellation notice at least four weeks in advance.

11.Cancellation/Withdrawal of Enrollment before the student's program start date or non-attendance after Enrollment (no-show):

11.1. Global Village IIE Hawaii will refund all monies paid less the non-refundable fees: registration fee, accommodation/homestay placement fees, any actual housing costs incurred (including deposits) by Global Village IIE Hawaii, express mail fees, and SEVIS related fees. However, if a student cancels within 72 hours of submitting the registration, Global Village IIE Hawaii will refund ALL monies paid less non-refundable accommodation deposits, express mail fees and SEVIS related fees, if applicable. An amount not to exceed $500 in identified non-refundable charges may be charged in the event of a student's cancellation. All refunds will be made within 45 calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

11.2.Students Denied Visa/Entry: A student denied a Student Visa or entry into the United States will be given a full refund of all monies paid less non-refundable school fees, accommodation deposits, any actual housing costs incurred by Global Village IIE Hawaii, express mail fees and SEVIS related fees, if applicable. An amount not to exceed $500 in identified non-refundable charges may be charged.

12.Cancellation/Withdrawal of Enrollment before the student's program start date or non-attendance after Enrollment (Initial I-20).

If a student who was accepted by GV IIE Hawaii enters the United States on an I-20 obtained through GV IIE Hawaii and subsequently cancels prior to the start of scheduled classes or never attends class (no show), GV IIE Hawaii may retain:

12.1. For an enrollment period of less than 12 weeks, all the tuition charges for up to four (4) weeks, actual housing costs incurred by GV IIE Hawaii, and a maximum total of $500 for non-refundable charges, including any application/registration, courier or any other related fees.

12.2. For an enrollment period of 12 weeks or more, all the tuition charges for up to six (6) weeks, actual housing costs incurred by GV IIE Hawaii, and a maximum total of $500 for non-refundable charges, including any application/registration, courier or any other related fees.

13.Cancellation/Withdrawal of Enrollment before the student's program start date or non-attendance after Enrollment (Change of Status).

If a student receives approval for a change of visa status with an I-20 issued by GV IIE Hawaii and subsequently cancels prior to the start of scheduled classes or never attends class (no show), GV IIE Hawaii may retain:

13.1. For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four (4) weeks, actual housing costs incurred by GV IIE Hawaii, and a maximum total of $500 for nonrefundable charges, including any application/registration, courier or any other related fees.

13.2. For an enrollment period of 12 weeks or more, all the tuition charges for up to six (6) weeks, actual housing costs incurred by GV IIE Hawaii, and a maximum total of $500 for non-refundable charges, including any application/registration, courier or any other related fees.

14.Cancellation/ Withdrawal of Enrollment after the student's program start date:

For all cancellations, students can notify Global Village IIE Hawaii by completing a Cancellation Form or notifying the school of the cancellation by some other means. If a student does not provide written or verbal notice of withdrawal, GV IIE Hawaii will withdraw the student in accordance with its attendance policy of 10 consecutive classes of absence, but no later than 30 consecutive calendar days of absence, excluding scheduled institutional breaks. The refund calculation, if applicable, will be based on the student's last day of attendance and will be made within 45 calendar days of the date of cancellation. Students with a student visa (F-1) will have their I-20 Form terminated. Any money to be refunded will be mailed to the student's home address or to their travel agent.

14.1. No refunds will be given for the first 4 weeks of the student's study program.

14.2. For students who cancel/withdraw after the first 4 weeks but before or at the midpoint of the student's study program, Global Village IIE Hawaii may retain a prorated amount of tuition and other fees. For students who withdraw after the midpoint, Global Village IIE Hawaii may retain all of the charges for the student's study program.

14.3. Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, Global Village IIE Hawaii defines a partial week as if a whole week were completed, provided the student was present at least one day during the scheduled week.

14.4. For students who cancel/withdraw after completing the initial study program, but before or at the midpoint of any subsequent study program, GV IIE Hawaii may retain a prorated amount of tuition and other fees up to the midpoint. For students who cancel/withdraw after the midpoint of any subsequent study program, GV IIE Hawaii may retain all of the charges for that study program.

14.5. Refunds due to students may not be applied toward future tuition fees.

14.6. Students who cancel/withdraw before the first 4 weeks or after the midpoint of the student's study program due to a death of an immediate family member (spouse, parent, grandparent, child, brother, sister, mother-in-law, father-in-law, or legal guardian), Global Village IIE Hawaii will refund 50% of the student's unused tuition and refundable fees upon receiving official documentation of the immediate family member's death.

15.Homestay: Cancellation/Withdrawal before beginning of homestay:

15.1. If written cancellation notice is given 31 days or more before the beginning of homestay check-in, all money will be refunded except for the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable.

15.2. If written cancellation notice is given less than 31 days before the beginning of homestay check-in, Global Village IIE Hawaii may retain 2 weeks of homestay fee, the Homestay Placement Fee, and an Additional Placement Fee may be charged, if applicable.

Cancellation/Withdrawal after beginning of homestay:

15.3. The student should inform the Global Village IIE Hawaii Accommodations Office at least four weeks in advance. For cancellations made less than four weeks in advance, Global Village IIE Hawaii may retain up to four weeks of the homestay fee.

15.4. If the host family has failed to meet homestay conditions, then the Accommodations Office must be notified and given a chance to mediate and/or correct the problem(s). Only after the school's intervention, and if the problem(s) persist(s), the student will be moved to another homestay and there will be no refund given for the period of homestay already used. Only if no replacement homestay can be found will an accommodation refund be issued.

16.Apartments/Dormitories:

There are no Refunds for apartment and dormitory security deposits if the student cancels their accommodation bookings before arrival.

16.1. If written cancellation notice is given 60 days or more before the beginning of apartment/dormitory check-in, all money will be refunded except for any cancellation fees (varies by property) and the Accommodation Placement Fee.

16.2. If written cancellation notice is given less than 60 days before the beginning of apartment/dormitory check-in, Global Village IIE Hawaii may retain any rent, security deposits, any cancellation fees (varies by property) and the Accommodation Placement Fee.

16.3. After check-in, no refunds for any cancellations.

17.Airport Transfers:

Cancellation/Change before the date of the transfer:

17.1. If written cancellation/change notice is given 2 weeks or more before the date of the arrival or departure transfer, the transfer fee will be refunded.

17.2. If written cancellation/change notice is given less than 2 weeks before the date of the arrival or departure transfer, there will be no refund given for the transfer fee.

18.Transferring to GV IIE Hawaii:

A bona fide non-immigrant student enrolled as a full-time F-1 student may transfer to GV IIE Hawaii. All GV IIE Hawaii admissions procedures must be completed. In addition, transfer applicants must:

18.1. Notify current school of intent to transfer.

18.2. Have current school complete Global Village IIE Hawaii's "International Student Transfer" form.

18.3. Submit a copy of current I-20 form (full-time students), passport, and all applicable Global Village IIE Hawaii admission documents.