



Living & Learning International Payment and Refund Policy

School Billing

Living & Learning International (L&LI) maintains special billing relationships with some colleges and universities. These agreements facilitate the use of financial aid to cover the cost of L&LI programs. The terms of the agreements vary by school. It is the student's responsibility to be aware of their home institution's current billing policies and agreements.

Payment

Students attending a college or university that has a billing relationship with L&LI will pay their home institution directly for the study abroad program. L&LI will bill the students' home institution for the L&LI Program Cost which includes tuition, room, and board. Students attending a college or university that does not have a billing relationship with L&LI, will pay L&LI directly the full amount listed on the invoice.

Program Cost

Payment of the full balance of the Program Cost is due 30 days prior to the program start date.

Liability & Student Responsibility

It is the responsibility of the student to ensure that L&LI has the correct mailing address at all times. Failure to receive full payment for the semester may result in a Bursar or administrative hold on a student's account which could restrict transcript and future registration access. Students are responsible for the payment of all financial obligations: this includes the cost associated with collections; a past due account can include late fees.

Refund Policy

After acceptance to L&LI, students must notify the Program Director as well as the Registrar/Study Abroad Office at the home institution, if one decides to withdraw from the program. Notifications must be in writing. The effective date of withdrawal is the date L&LI is notified or the last date of association with the program, whichever is later.

- Students who are accepted into a program and withdraw within 30 days of the program start date are responsible for \$2,500 for housing.
- Students who withdraw or are dismissed from a program after the program begins may be eligible for a partial refund of tuition, room & board fees. Refunds for students who withdraw after the program begins will be given at the sole discretion of L&LI.

If a student believes individual circumstances warrant an exception to these procedures, they may appeal through a written report. This report along with supporting documentation should be sent to the Program Director for review.

Dismissal for Nonpayment of Fees

Students are expected to pay their tuition, room & board fees in full as outlined by dates in the "payment" section of the handbook. If payments are not made on schedule, the student will be

administratively withdrawn for nonpayment. The L&LI refund policy will apply in such cases and collection procedures will be initiated.

Program Cancellation Policy

Cancellation Pre-Departure:

In the event that L&LI needs to cancel or suspend a program prior to the start date, participants can:

1. Transfer enrollment to an alternative program that has not been canceled (Baltimore, Ecuador, or Italy). There are no change fees however students will be responsible for any difference in Program Cost. When transferring to a less expensive program, participants will receive a refund of the difference.
2. Postpone their enrollment to a future semester in the same program. There are no fees associated with postponement. Any monies paid will be applied to the future program.
3. Withdraw entirely from L&LI programs and receive a full refund.

Cancellation During an Active Program:

In the event that L&LI needs to cancel or suspend a program while it is already active, a full refund cannot be guaranteed. However, students can expect the following:

1. L&LI will make every reasonable effort to recover costs for the canceled portion of the program and refund those monies to the student. However, L&LI pays the bulk of program costs, including but not limited to educational expenses, housing, health, safety and security, and administrative costs upfront and before the program start date. These upfront payments are non-recoverable costs and are non-refundable. A partial refund may be issued based on what L&LI is able to recover.
2. Provide regular and clear communication to students and their home institution.
3. Where possible, provide alternative options for completing course work and award academic credit.

Change in Program Design

L&LI makes every effort to deliver all programs as published on the web, in print, and in-person advising. Occasionally, changes in Program Design need to be made due to local or global circumstances.

These changes may include but are not limited to trips and excursions, internship options, staffing, housing, and/or academic course offerings. Changing from in-person instruction to online instruction is considered a Change in Program Design.

As long as Changes in Program Design are similar to original arrangements, no refund will be given. Determinations of similarity will be made at the sole discretion of L&LI.