

KALU YALA ADMISSIONS & CANCELLATION POLICIES 2017



These policies clarify the admission and enrollment process. In certain cases, you may incur non-refundable or additional fees. Please read this material carefully as by submitting an application to Kalu Yala you agree to the following provisions.

ADMISSIONS

DEPOSITS

Kalu Yala requires a \$750 deposit submitted upon acceptance to reserve a spot in our program. Your \$750 deposit is applied toward the total cost of tuition and fees for the program.

DEPOSIT REFUND POLICY

In the event that Kalu Yala has to cancel the program or you are waitlisted and the spot does not become available, Kalu Yala will refund the full \$750 deposit.

COURSE TUITION & FEES

The total published cost of the program includes all tuition and fees associated with the program. Tuition covers the costs of food, instruction, supplies, lodging, student programming, and a 3-day window for airport transportation upon arrival before semester start and departure after semester end (each semester will end on a Friday, with airport transportation arranged for that Friday, Saturday, and Sunday of the final week). Tuition does not cover personal expenses such as clothing, insurance, airfare, hotels, or baggage fees.

Full payment is due 30 days after your deposit payment except when you are confirmed for a payment plan. If confirmed for a payment plan, your first balance payment is due within 30 days of deposit. If balance payment is not received by the deadline, this may be considered a cancellation, and you risk losing your place in the program. If you are accepted within 60 days of the program start, full payment is due within fifteen (15) days of deposit payment.

PAYMENT PLANS

Kalu Yala does offer automatic payment plans for remaining balance payments to be made in monthly installments up until the program start. Election to do so can be done through links provided post-acceptance. Your initial balance payment must be made within 30 days after your deposit.

LATE PAYMENT FEES

Kalu Yala reserves the right to assess Late Payment fees. Failure to meet payment timing expectations either per our written policy or mutually agreed-upon will result in a **\$25 per day past-due penalty**. Any accrued late fees will be added to the remaining tuition due. Payment-in-full is expected to resolve outstanding tuition owed.

CANCELLATION FEES

If you cancel your enrollment before your program starts, the following penalties apply according to when you cancel relative to program start date:

- + **89-75 days:** \$750 nonrefundable deposit penalty only
- + **74-60 days:** \$750 nonrefundable deposit and 25% remaining tuition penalty
- + **59-45 days:** \$750 nonrefundable deposit and 50% remaining tuition penalty
- + **44-0 days:** No refund

If you leave early during your program for any of the below reasons, the following penalties apply:

- + **Expulsion:** No refund eligibility
- + **Voluntary Early Departure (lack of motivation, decision to leave):** No refund eligibility
- + **Involuntary Early Departure (injury, illness, family emergency, etc.):** Eligibility for partial refund via refund request process

PROGRAM TRANSFERS

Kalu Yala attempts to place all accepted students in the first program of their choice and will work with each individually to do so. If a student wishes to transfer to a full program, then may opt to be placed on that program's waitlist. Should their original spot be taken while on the waitlist, assessment of cancellation fees per the below policy applies.

If a student wishes to transfer programs after arrival, Kalu Yala will work with that individual to determine program capacity and appropriate fit. Kalu Yala encourages all students to decide and commit to a program by the end of Week Two so their experience is maximized.

SEMESTER TRANSFERS

If a student can no longer attend his or her originally intended semester, Kalu Yala will apply the nonrefundable deposit and/or any balance payments made against a future semester of the student's choice, assuming program availability.

WAITLISTS

We maintain waitlists for programs that are already full. To be placed on a waitlist, we must receive your \$750 deposit. If a spot opens, you will have 48 hours to respond. You may decline the spot and receive a refund per the above policy as applicable. If a spot has not opened prior to 21 days from the program start, and you wish to withdraw your acceptance, we will refund your full deposit.

EARLY DEPARTURE DETAILS

PROGRAM EXPULSIONS

When a student violates the terms our code of conduct and student agreement causing program removal, program management will process an expulsion. If expelled, you will be subject to an additional Early Departure Fee to cover the expense of accompanying and transporting the student from the program. This will vary depending upon the circumstances of early departure.

VOLUNTARY EARLY DEPARTURES

Some students may decide to leave their program due lack of motivation or by their own personal decision. We will do our best to make this process as smooth as possible. We will not be able to provide you with a refund or a credit. We strongly recommend that you purchase travel insurance to cover these scenarios.

INVOLUNTARY EARLY DEPARTURES

If you are forced to depart early due to family emergencies, medical conditions, or other unforeseen circumstances can apply for a partial refund through our refund request process. If approved, you must provide appropriate documentation of the event for our records and agree to our refund timeline.

REFUNDS & INSURANCE

REFUND PAYMENT-PROCESSING POLICY

All refunds will be provided as a credit to the credit card used at the time of purchase within thirty (30) business days upon approval of refund amount less penalties. If you have made payment via a method other than credit, our finance team will work individually to process accordingly.

TRAVEL INSURANCE

Kalu Yala recommends that you investigate travel insurance policies offered by a third party such as Travelex: www.travelexinsurance.com. Travel insurance differs from company to company and policy to policy. Make sure to research your options carefully.

ONSITE EXPECTATIONS

Your program curriculum and schedule may vary. Change in the published itinerary does not constitute a change in the promise of the product sold and will not result in a refund.

You will be living with a group of diverse individuals. All students are thoroughly screened, and we make every effort to ensure that all participants are capable of full participation. As a student, if we determine you violate the terms of our student agreement you will be expelled from your program and required to leave.

If a student exhibits any other inappropriate behavior during the program, they may be removed from the program. Instructors typically work with the student individually before removing a student from our site. While we do train our staff in managing a variety of behaviors and design the programs to support positive behaviors, our priority is the successful outcomes of the group, not individual student behavioral management.

DISPUTES

If you are dissatisfied with your experience, please contact our office directly by emailing office@kaluyala.com. We will investigate your experience and may be able to provide you with additional information. Refunds and credits are generally not available except as outlined above. In rare cases, credits may be awarded solely at the discretion of Kalu Yala management.