

This policy applies to all cancellations, regardless of the reason. **Your request to withdraw and receive a refund must be made in writing to ISA.** The \$95 application deposit is non-refundable. If your application is denied due to eligibility requirements, your deposit will be fully refunded. Alternative payment arrangements (financial aid, payment plans, etc.) do not exempt you from this policy.

If you withdraw from the program **on or before the ISA original payment due date**, you are liable for the \$95 application deposit.

If you withdraw **1-9 days after the ISA original payment due date**, you are liable for \$750 plus costs incurred by ISA on your behalf.

If you withdraw **10-20 days after the ISA original payment due date**, you are liable for \$1,250 plus costs incurred by ISA on your behalf. Summer program participants are liable for \$1,000 plus costs incurred by ISA on your behalf.

If you withdraw **21 or more days after the ISA original payment due date but prior to the final deadline for withdrawal**, you are liable for \$1,750 plus costs incurred by ISA on your behalf. Summer program participants are liable for \$1,500 plus costs incurred by ISA on your behalf.

The final deadline to withdraw from any ISA program is **14 days prior to the start date of the program**. If you withdraw after this deadline, regardless of the reason for withdrawal, you are not eligible for any refund from ISA.

Signing and returning all documents in your student portal is your responsibility. **If you fail to return the documents after repeated notification (email or call), you will be deemed withdrawn and will not be eligible for any refund.**

Housing deposits and housing confirmation fees are non-refundable after the ISA original payment due date. If you change or defer to another ISA program after your ISA original payment due date, but prior to the final deadline to withdraw, ISA will assess a \$500 change fee plus costs incurred. Program changes are not permitted 1-14 days prior to the start of the program. Prior to your official acceptance, please refrain from booking flights for your program. ISA reserves the right to adjust program dates to accommodate host university calendar changes and is not responsible for airline fare or ticket change fees incurred by program participants.

*Prices and dates are subject to change without notice.*

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## ISA by WorldStrides COVID-19 Pre-Departure Program Cancellation Policy

If ISA is required to cancel or suspend your program before your program start date, you'll have:

- The option to consider an alternative ISA program at a new location using your existing application and any paid fees
- The option to attend your preferred ISA program at a later term, waiving any change fees
- The option to not attend any program and instead receive a full refund of your ISA Program Fees paid (including your application and program deposits)

If you've received an ISA scholarship, it can be applied to a new program or term.

## ISA by WorldStrides COVID-19 Active Program Cancellation Policy

If ISA has to cancel a program while it's already running, we cannot guarantee a refund but will work closely with our partners and onsite staff to:

- Recover any associated program costs that can be returned to the furthest extent possible
- Present all available options to complete the academic requirements of your program, if possible
- Be in direct communication with you and your home institution