



International Student Exchange - Ontario



Office Policy 06

Refunds to Exchange Participants

March 2016

It is the policy of ISE Ontario to refund participation fees in certain circumstances, to withhold some portion of the fee in others, and to charge additional fees for ticket changes in certain situations.

1. The full fee, or any partial amount paid, will be refunded at any time, if the student has not been matched or a match has not been accepted and the student withdraws from the program. Every effort will be made to find a suitable match and that should be made clear to the family.
2. If a candidate withdraws from an exchange after the match has been accepted and before an airline ticket has been purchased for the student, the \$450 application fee will be retained for administrative expenses.
3. After a match has been accepted, the airline tickets have been issued, and the insurance purchased, there will be no refund of the fee, if the candidate withdraws for trivial reasons.
4. A refund, less the cost of travel insurance premiums and the flight ticket(s), if applicable, will be made at any time before departure in the event of the death of a family member, serious illness of the candidate or a family member, family difficulties that require the candidate to stay home, or other situations deemed to be of a serious nature by ISE Ontario.

After the airline ticket has been purchased, the travel insurance trip cancellation will apply. The family will be able to submit a claim for the cost of the flight ticket(s) provided the reason for cancellation is listed under the insured risks. There is no refund of the insurance premium.

ISE will have paid all travel related costs, the insurance, and administrative costs. Any refund will be calculated after taking these items into account.

5. No refund can be made by ISE if any of the above occurs while the candidate is away on exchange and must return home. The travel insurance purchased with each ticket may cover costs as outlined in the policy.
6. No refund will be given if the candidate is experiencing homesickness and decides to come home, nor in cases where the partners are incompatible and a second placement with another family is refused. If the candidate returns home and the family claim that the experience was not to his or her liking and therefore not worth the fee paid, no refund will be given.
7. In the event of a passport being lost or reported stolen, every effort will be made to re-issue tickets using the new passport obtained by the family. Fees for making ticket changes will apply.