



## Refund Policy

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. Please ensure you have familiarized yourself with the insurance coverage provided to understand its coverage, limitations, and maximum amounts. ISE recommends any family seek additional coverage should they prefer coverage beyond the provided policy. In order to maintain cost-conscious program offerings, it is the practice of ISE to purchase group travel. Group travel is not the same as individual travel bookings. This may change the process or limit any claims made to the airlines or insurance company.

- i. Fees will be refunded at any time if the student has not been matched or a proposed match has not been accepted and the student withdraws from the program. Once matching has been completed, the registration fee is non-refundable. After the insurance has been purchased, the reasons for the withdrawal may be eligible for reimbursement by the insurance company, if the reasons for withdrawal meet insurance company's criteria for reimbursement.
- ii. As per section 1, if a candidate withdraws from an exchange after the match has been accepted and prior to the purchase of an airline ticket, the application fee will be retained for any additional monies spent, e.g. travel / medical insurance, administrative expenses. Any remaining funds will be returned. Reimbursement for fees retained may be paid by the insurance company if the insurance criteria are met. As any insurance policy includes limits and restrictions, any family can opt to purchase additional insurance to supplement as needed.
- iii. Once the airline tickets have been issued, refunds from ISE will not be issued, regardless of the circumstances. A claim must be put through the insurance provider to determine eligibility and amount for compensation based on policy coverage provided. Should your child not be able to travel, ISE will work to support an alternate timeline and only charge for the cost of a new ticket and new insurance policy. Both must be provided through our travel agent.
- iv. 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/medical insurance purchased may cover costs as outlined in the policy. Should a candidate be required to return home while on an exchange, if not covered by the insurance policy, the family is responsible for repatriation.
- v. No refund will be given if the candidate is experiencing homesickness and decides to come home, nor in cases where Canadian family has determined the host family is not to their preference and/or a second placement with another family is presented, depending on the circumstances, and is refused. If the candidate returns home and the family claim that the experience was not to their liking and not worth the fees paid, no refund will be given.
- vi. 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.
- vii. ISE takes any discussions regarding mental health and wellness seriously. Any concerns to a participant's well being or threats to personal health/harm are considered very serious. Should such matters arise, the candidate will be required to return home. This may or may not be covered by insurance, and any pre-existing condition will not be supported through insurance.
- viii. In extenuating circumstances such as catastrophic events including acts of war, acts of terrorism, pandemics, strikes, natural disasters, or any other matters beyond the control of ISE, support will be provided to ensure your child's safe repatriation. ISE cannot be held responsible for any extenuating circumstances beyond the normal parameters of an exchange. ISE will do its utmost to actively support, where possible, any opportunities at a later date for those exchanges impacted by such events but cannot guarantee a second exchange option. ISE will provide documentation required for any insurance claim, but for confidentiality purposes, cannot be responsible for the management or outcome of the claim. Any decision made by the insurance company is beyond the control of ISE.

**Our signatures below confirm that we have read and agree to the Refund Policy.**

\_\_\_\_\_  
*Name of Parent(s) / Legal Guardian(s)*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date (DD/MM/YY)*

\_\_\_\_\_  
*Name of Parent(s) / Legal Guardian(s)*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date (DD/MM/YY)*