



INTERNATIONAL STUDENT SUCCESS PROGRAM
UNIVERSITY OF MASSACHUSETTS BOSTON

Refund Policy and Procedure Manual
UMass Boston ISSP

Created on August 8, 2010
Updated on July 17, 2014

Refund Policy

1. For the purposes of this Refund Schedule Policy, term fees are defined as one full time term of study in any program at UMass Boston ISSP.
2. All currency in this refund policy is in United States dollars (USD).
3. If an applicant accepts a place offered at UMass Boston ISSP and pays the administration fee and/or fees, a binding contract is created between UMass Boston ISSP and the student.
4. Notification of cancellation or withdrawal from a course(s) or withdrawal or deferral from a program of study must be made in writing to UMass Boston ISSP, 100 Morrissey Boulevard, Boston MA 02125, USA or by email to admissions@internationalumb.com, only from the student's email address.
5. Students who dispute UMass Boston ISSP's decision regarding a refund have recourse with the Executive Director of UMass Boston ISSP.
6. In the case of cancellation or withdrawal, the cancellation fee (administration charge if relevant) will be calculated as shown in the table below.
7. In case of a deferral, the fees will be retained by UMass Boston ISSP until commencement of studies; in case of a leave of absence, the fees will be retained by UMass Boston ISSP until recommencement of studies. If the student subsequently withdraws, the Refund Policy will apply as of the date UMass Boston ISSP was advised in writing of their withdrawal. UMass Boston ISSP reserves the right to apply the Refund Policy to the date of the initial deferral or leave of absence.
8. SEVIS fees paid to the US Department of Homeland Security by the student are not reimbursed by UMass Boston ISSP.
9. Students whose admission offer is withdrawn for submission of a false/misleading application or whose enrollment is terminated by UMass Boston ISSP will not be entitled to any refund of fees. Any fee refund is wholly at the discretion of UMass Boston ISSP.
10. Refunds for students who must withdraw for medical reasons will be based upon the table below.

11. UMass Boston ISSP reserves the right to withdraw a program or course(s) from offer at its discretion. If a student is unable to enroll in a similar program or course(s) at UMass Boston ISSP and the enrollment is cancelled, all fees will be refunded with the exception of any non-refundable fees.
12. Where an I20 and/or F1 Visa or any other immigration document is rejected due to a breach in student study conditions, a student must withdraw from UMass Boston ISSP and the cancellation fee will be calculated as shown in the table below. Students withdrawing from a course must first consult with an ISSP Advisor to ensure they maintain the minimum course load to satisfy their student visa requirements.
13. All refunds under this Refund Policy will be paid within four (4) weeks of receiving a written claim from the student.
14. Refunds are to be paid to the person who enters into the contract with UMass Boston ISSP and to the original account from which the fees were paid.

Refund Policy Table

Event	Cancellation Fee
Student visa refusal (Proof of refusal necessary, for example, letter of visa refusal; rejection from the US embassy)	US\$250 administration fee
Withdrawal from program (in any semester):	
Written notice given prior to first day of Orientation	The higher of \$3500 or 20% of the balance of tuition on account (+ US\$250 administration fee)
Written notice given on or after the first day of Orientation	100% of semester tuition*
Withdrawal from single course(s):	
Written notice given prior to Add/Drop deadline	No cancellation fee. (Funds remain with Navitas and are credited against enrollment in a subsequent semester. 100% of tuition is forfeited if the student does not re-enroll in a subsequent semester.)
Written notice given after Add/Drop deadline	100% of semester tuition*

*Semester tuition is equivalent to 12 credits or 4 subjects, whichever is greater.