



Cancellation, Withdrawal, Refunds and Dismissal Policy for International Students at USFQ

Due to the COVID-19 crisis, the USFQ Office of International Programs has updated the Cancellation, Withdrawal, Refunds, and Dismissal policy. It gives more flexibility to students that are planning to study abroad at USFQ.

These policies apply to students that participate in a USFQ program through the Office of International Programs (OPI) in the following cases:

- A direct enrollment at USFQ's Cumbayá Campus, with or without a cooperation agreement with an international institution; or through a student exchange agreement.
- A direct enrollment at USFQ's Galápagos Semester Program, with or without a cooperation agreement with an international institution; or through a student exchange agreement.
- A faculty-led program with an international institution through a Memorandum of Understanding or Service Contract with USFQ.

Cancellations, Withdrawals, and Refunds

Once an international student has officially confirmed their participation in a USFQ program by registering for USFQ classes, or by completing the post- acceptance section of the USFQ-OPI online application, students become subject to the cancellation, withdrawal and refund policy as follows. Any refund does not take into account banking fees, taxes, or any other expenses related to the transaction.

1 - Direct Enrollment & Exchange Programs at the Cumbayá Campus (main campus). This excludes the Galápagos Semester Program

The students are subject to the following withdrawal rules:

- a. Students may only withdraw from the program for reasons regarding illness, accident, or force majeure (including COVID-19 related travel restrictions, etc). OPI will notify the USFQ Office of Academic Affairs Committee in order to withdraw the student from all enrolled courses. In any and all cases, the student must notify OPI at USFQ within 10 days from the event that justifies the withdrawal to the following email: opi@usfq.edu.ec and present documentation supporting the reason for withdrawal. In case of illness, the student must provide a medical certificate. USFQ can verify the authenticity of this certificate.

Students that have paid TUITION, can be eligible for a refund according to the following chart:



Fall or Spring Semester	Refund
Prior to arrival	100%
After arrival and before 1st day of classes	90%
Between 1st day of classes and end of 2nd week of classes	75%
Before the end of 4th week of classes	50%
After the 4th week of classes	0%

Students that have paid Home Stays accommodation to USFQ, can be eligible for a refund according to the following chart:

Fall or Spring Semester	Refund
More than 15 days prior to arrival date	100%
Between 14 days prior to arrival and arrival date	100% minus the Housing Fee \$100
After arrival	100% of unused days/months of housing minus the Housing Fee \$100

- Students who fail to notify OPI the reasons for their withdrawal and/or to properly justify its reasons to withdraw within 10 days, will not be eligible for any type of refund.
- There will be no refunds given for dropping/withdrawing from individual courses. There will be no exceptions to this rule.
- There will be no refunds given for not using accommodations provided by the program, unless otherwise previously approved.
- In case of temporary or definitive disciplinary suspension, the student will not be eligible for any type of refund.
- The administrative fee, and the housing fee (if applicable) for international students is not refundable.**



- f. Students who withdraw will not be eligible for refunds for any expenses incurred or related to air travel, books/supplies or miscellaneous costs of living overseas.

Direct Enrollment and Exchange Programs in the Galápagos Semester Program.

- a. If the student decides to cancel or defer their participation to the Galápagos Semester Program **one month prior to arrival**, it will be considered as a **cancellation** and no fees will be charged.
- b. After this date, it will be considered as a **withdrawal** from the program and the students are subject to refunds as per the table below.
- c. Students may only withdraw from the program for reasons regarding illness, accident, or force majeure (including COVID-19 related travel restrictions, etc). OPI will notify the USFQ Office of Academic Affairs Committee in order to withdraw the student from all enrolled courses. In any and all cases, the student must notify OPI at USFQ within 10 days from the event that justifies the withdrawal to the following email: opi@usfq.edu.ec and present documentation supporting the reason for withdrawal. In case of illness, the student must provide a medical certificate. USFQ can verify the authenticity of this certificate.

Students that have paid TUITION, can be eligible for a refund according to the following chart:

Fall or Spring Semester	Refund
Prior to arrival	100%
After arrival and before 1 st day of classes	90%
Between 1 st day of classes and end of 2 nd week of classes	75%
Before the end of Module 1	50%
After Module 2 starts	0%

Students that have paid the Track Fee, can be eligible for a refund according to the following chart:

Fall or Spring Semester	Refund
More than 1 month prior to arrival	100%
Less than 1 month prior to arrival	85%
15 days after arrival	75%
More than 15 days after arrival	No refund, including any expenses incurred or related to air travel, books/supplies or miscellaneous costs of living overseas, etc.

- a) There will be no refunds given for dropping/withdrawing from individual courses, except for serious medical emergencies or accidents. There will be no exceptions to this rule.
- b) You can withdraw from up to 1 class only if you have a properly justified (e.g. volunteering) parallel activity that will be conducted during the same time period, medical emergencies or personal circumstances notwithstanding. There will be no refunds for students that choose to withdraw from individual courses to pursue these parallel activities.



- c) There will be no refunds given for not using accommodations provided by the program, unless otherwise previously approved.
- d) In case of temporary or definitive disciplinary suspension, the student will not be eligible for any type of refund.
- e) The deposit fee is not refundable.
- f) Students who withdraw will not be eligible for refunds for any expenses incurred or related to air travel, books/supplies or miscellaneous costs of living overseas.

3- Faculty-led Programs

Faculty-led programs have a withdrawal and refund policy determined on the Memorandum of Understanding or Service Contract signed between the institutions. The Office of International Programs must apply the terms and conditions of withdrawals and refunds of each program.

In the event the home institution wishes to cancel the program 30 days before the start date due to low enrolment or any other reason (including COVID-19 related travel restrictions), the home institution will receive a refund of 100% of uncommitted and unexpended program fees. Cancellations must be submitted in writing to USFQ's Office of International Programs, e-mail: opi@usfq.edu.ec, and will be noted based on the date USFQ receives the notification.

In the unlikely event that the home institution Embassy issues a travel warning advising against travel to Ecuador during the program and home institution wishes to cancel the program, the home institution will receive a refund of uncommitted and unexpended program fees as of the date of the Embassy warning or safety cancellation.

Deferral, Refunds Requests, and Dismissals

Deferral

If the student decides to defer their participation to the next semester once they are accepted to the current upcoming semester, they do not need to do the USFQ application again. USFQ will consider their application for the next viable semester and re-confirm their participation before the payment/refund deadlines expire.

Refund requests

When applicable, refund requests must be sent to the Director of the Office of International Programs (OPI) to the following email: opi@usfq.edu.ec

Refunds of tuition and other fees can only be issued once the student's official registration record is adjusted to reflect the withdrawal. Students are advised that this adjustment could take between 4 to 6 weeks after the refund request is received.

Dismissals

All international students participating on a USFQ program of any kind, are subject to the rules of USFQ and will be dismissed from the program for the following reasons:

- a. When the student has been found responsible for violation(s) of the USFQ Honor Code or the USFQ International Student Agreement of the Office of International Programs (OPI).
- b. When the student fails to provide USFQ with documentation required to apply for a student visa within the timeframe given by USFQ, which could jeopardize the issuance of a visa.



- c. When the student has not paid the required tuition and other fees by the third week from the start of the program.
- d. When the student constantly misses classes without any justification. Attendance is mandatory. This will be determined on a case by case basis.
- e. When the student is found drinking alcohol during official Ecuadorian curfews imposed by the government during political elections.
- f. When the student participates or joins political manifestations or political gatherings. Under Ecuadorian law, International individuals are not allowed to participate in these activities. Students that violate this law, will be dismissed from the program and may face legal consequences.
- g. When the student is found using, possessing or dealing illegal substances or weapons.
- h. When the student has been involved in a criminal offense.
- i. When the student jeopardizes USFQ's daily activities, classmates or others.
- j. When the student gets the visa revoked by the Ecuadorian authorities for any reason.

Consequences of dismissal

- a. USFQ will notify the student's home institution about the dismissal.
- b. USFQ is obliged to notify of a student's dismissal to the Ministry of Foreign Affairs, who will revoke the student's visa according to Ecuadorian Law.
- c. Once the Ministry has been notified of the dismissal, USFQ will not be responsible for any legal consequences on the student's migratory status in Ecuador and USFQ will not be obliged to provide legal assistance to the dismissed student in order to obtain a new visa or comply with the Ecuadorian Immigration Law.
- d. Students that are dismissed from any program at USFQ must leave the country within one week after notification is sent to the Ministry.
- e. No refunds will be granted to an international student that has been dismissed from a program by USFQ.
- f. USFQ will only recognize credits that have been approved before the dismissal.