

Visa Denial Refund Policy

Visa Denials

Academy at the Lakes understands that an international student may be denied after their first attempt at obtaining a student visa. When a student is denied a visa, Academy at the Lakes must be notified of the reason for the denial. At this point, we may require that the student re-apply for a visa. It is not uncommon for students to be denied the first time.

If you wish to re-apply for a visa, contact us with complete details of what was said and what documents were presented with the student's application. Send a copy of any written reason for the denial you may have been given. We may be able to advise you how to better prepare for your next visa application.

Visa Denials Refund Policy

If your Visa has been denied by the United States Embassy, you may be eligible for a partial refund. To be considered for a refund send the following, within 30 days of your program start date, to the Admissions Office, c/o Melissa Starkey, 2331 Collier Parkway, Land O' Lakes, FL 33647:

1. Your ORIGINAL Form I-20 Issued by Academy at the Lakes
2. The completed Visa Denial Refund Request Form
3. The Visa Denial from the United States Embassy

Upon receipt of all 3 documents, requests will be processed. Refunds are issued by wire transfer to the family. Processing time is 4-6 weeks. You could be refunded up to 100% of the amount you paid, minus the following:

- International Postage fee (when applicable)
- International Wire transfer fee (when applicable)
- I-20 Processing fee- \$1,000
- Program Registration fee- \$1,000

Please Note: If a student has failed to comply with the Refund Procedure; they will NOT be eligible for a refund.

Please Note: If you were denied on 214(b) grounds that you did not present sufficient evidence that the student will return home following completion of their studies, students will NOT qualify for a refund. In addition, if the student failed to provide necessary documents, failed to demonstrate adequate financial support or other reasons for which the student is accountable (such as, for example, submitting an incomplete application or forgery of documents). Under such circumstances, Academy at the Lakes shall have no legal responsibility to refund any amounts to the student. The student is held responsible if the visa application has been made late and their enrollment has already been processed.

Enrollment Withdrawal (Prior to reaching the United States)

If you choose **not** to pursue studies at Academy at the Lakes (your visa has not been denied and you are still in your home country), you may be eligible for a partial refund. Please Refer to Section 13 of our Student Enrollment Agreement:

Section 13: In the event that certain "Changed Circumstances" (as defined below) occur after the execution of this Enrollment Agreement and cause the Parent to be unable to honor the Parent's financial obligations hereunder, the Parent can request a reduction in the total tuition and fees due under this Enrollment Agreement. It will be the

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Parent's obligation to timely request the reduction, provide the School with sufficient proof of the Changed Circumstances, and to pay the agreed reduced amount timely. The failure of the Parent to meet any of these three conditions will result in the School denying any reduction and seeking payment in full of all obligations under this Enrollment Agreement. The Head of School will be the final decision-maker as to whether the circumstances fit within the parameters herein and whether the proof is sufficient.

- a. **Changed Circumstances:** The definition of the term "Changed Circumstances" which cause the Parent to be unable to honor the Parents' financial obligations according to this paragraph refers to one of the following specific circumstances: (1) the physical relocation of the family as required by one of the Parent's employers or other family emergency; or (2) a heretofore unforeseen medical condition that precludes the Student's attendance at any school; or, (3) an altered family situation such as the unforeseen and involuntary loss of employment, loss of one of the Student's parents, or other permanently altering circumstance.
- b. **Requirements for Requests for Reduction:** The request for reduction must be submitted in writing to the Head of School by the deadline stated in paragraph c below. The reductions that the School will apply are as follows:
- c. **Timing Requirements for Requests for Reduction:**
 - (1) By June 1: If a request for reduction that satisfies the conditions herein is received **by** May 31 for the academic year covered by this Enrollment Agreement, the School will agree that if the Parent pays 25% of the Installment Rate tuition and fees corresponding to the Student's grade level within 30 days of being notified that such request has been granted, the Parent's obligations under this Enrollment Agreement will be satisfied in full;
 - (2) After June 1, but before the Beginning of the Academic Year: If a request for reduction that satisfies the conditions herein is received **after** May 31 but before the first day of the academic year covered by this Enrollment Agreement, the School will agree that if the Parent pays 50% of the Installment Rate tuition and fees corresponding to the Student's grade level within 30 days of being notified that such request has been granted, the Parent's obligations under this Enrollment Agreement will be satisfied in full.

In the event that the Parent fails to notify the School concerning one of the circumstances detailed herein prior to the first day of the academic year covered by this Agreement, 100% of the tuition and fees remains due according to the terms of this Agreement. Circumstances other than those identified herein do not meet the stated criteria for any reduction and fees. In addition, if the Parent has been granted a request for reduction and has failed to make the agreed payment within the specified time frame, the agreed reduction becomes null and void and 100% of the tuition and fees remains due according to the terms of this Agreement.

To be considered for a partial refund, a written request must be submitted within the first 10 days of your program start date to Admissions Office, c/o Melissa Starkey, 2331 Collier Parkway, Land O' Lakes, FL 34639. You must provide the following:

1. A written request for reduction c/o Mark Heller, Head of School
2. Your ORIGINAL Form I-20 Issued by Academy at the Lakes
3. The completed Cancel I-20 Request Form

Please Note: An Administrative fee of up to 30% may be applicable based on the resources required to process your request. Fees in excess of the Administrative fee will be refunded by wire transfer to the family. Processing time is 4 - 6 weeks. Immigration will be notified of your withdrawal from Academy at the Lakes.