CIEE Program Participant Contract and Binding Arbitration Agreement

This form is important. It includes terms and conditions and releases CIEE from liability. All participants MUST sign this form.

I understand and agree that this agreement shall constitute a binding contract between the undersigned and "CIEE". "CIEE" is defined to include: the Council on International Educational Exchange, its owners, directors, officers, employees, affiliates, sponsoring and/or cooperating educational institutions and contracted educational institutions involved with the program known as CIEE Study Centers.

1. I certify that I do not have any physical or mental condition which will create a danger or hazard for me, other participants or hosts in the program.

2. I understand that I am solely responsible for my pre-program, program, and post-program medical care in all respects, including, but not limited to, obtaining and taking necessary medication(s), vaccinations and any other medical care and treatment. I certify that I will consult a physician qualified in travel medicine, immunizations and infectious/tropical diseases prior to my trip departure. I understand that CIEE requires the accurate completion of an Online Student Medical Questionnaire as well as a Physician Medical Report Form as a condition of enrolling in any program. I understand I am solely responsible for my medical, psychological and physical condition during the duration of my program with CIEE. Should any medical, psychological or physical problems arise during the course of my program with CIEE, I am solely responsible for any and all care that I may need. I understand and agree that I am also solely responsible for paying for the costs and expenses of any such care. I also understand that failure to follow any instructions or recommendation from any such providers, or refuse medical evaluation or treatment when recommended by medical professionals, is grounds for my immediate dismissal from the program.

3. I understand that I am obligated to comply with local laws and customs while traveling abroad. Many such local laws and customs may be substantially different from those in my home country. I recognize that my conduct can have an effect on the educational and other benefits intended by the program for other participants, hosts and myself. I agree to conduct myself in a manner that will support mutually beneficial interaction with other participants and hosts. I understand that conduct considered unacceptable to CIEE includes, but is not limited to, misrepresentation of identity, disobeying academic policies including plagiarism, loud and/or abusive behavior toward others, sexual harassment, criminal conduct of any kind, use of drugs other than prescribed drugs for legal medicinal purposes, excessive use of alcoholic beverages and/or unwillingness to cooperate with other members of the program, hosts and program management. Such conduct as well as any other conduct which in the sole discretion of CIEE may be damaging to the program, other participants, working relations with governments, suppliers and educational institutions with whom CIEE contracts/cooperates, may lead to dismissal of participant from the program. Dismissal of participant by CIEE will not reduce the obligation of the undersigned for payment of full program costs.

4. I understand that I am solely responsible for any and all expenses and costs incurred by me before, during and after the program. Under no circumstances will CIEE be responsible for any of participant’s expenses incurred in preparing for the program. Said expenses include, but are not limited to, advance purchase air tickets, course or book fees, equipment, visa fees, passport fees, medical expenses, or any other expense incurred by participant in preparation for the program.

5. I understand and agree that if CIEE causes to be secured a visa for a participant and said participant withdraws or is dismissed from the program before departure or during the program, the participant may not use the visa to enter or remain in the program country. I understand that CIEE may report withdrawal to appropriate immigration officials of the program country.

6. Whether or not CIEE causes to be secured my visa or other required travel documents, CIEE is not responsible for any failure of any country and for any reason to issue a visa or other necessary travel document or to issue same in a timely manner.

7. I understand that, prior to commencement of any travel, I must inform CIEE resident staff of any travel outside of the city hosting my study abroad program. I understand that I am solely responsible for all independent student travel throughout the duration of the CIEE program. I am responsible for reading all current public updates (U.S. State Department, World Health Organization, Centers for Disease Control and Prevention, etc.) about the health and safety situation in areas of, or in the country or countries to which I will travel. I understand CIEE strongly discourages independent student travel to destinations with a U.S. State Department Warning. I confirm that I have discussed my plans with my parent or guardian and have consulted home school policies. I understand that CIEE may be unable to intervene or assist on my behalf once I have left the program site. In certain locations, I understand that CIEE may not be able to render any assistance whatsoever.

As part of my decision to travel, I will submit a CIEE Independent Student Travel form with the travel itinerary and contact information to CIEE Resident Staff prior to departure from the program site. All independent student travel must be done at a time that does not conflict with the academic program or any required CIEE program activities. I understand
that I must follow any specific travel guidelines set by CIEE staff.

8. I understand that local driving laws and practices are unlike those in the U.S. CIEE strongly discourages students from driving, renting, leasing or owning a motor vehicle while participating on the program. I understand CIEE will not assist students with any personal motor vehicle-related issues, including problems resulting from the use of vehicles or accidents before, during, or after the program. I understand that if I own / lease / rent / drive that I do so at my own risk.

9. Demonstrations, Rallies and Protests: Demonstrations, rallies, protests and the like are reasonably frequent in many countries. CIEE participants must not actively participate in any such events.

In addition, CIEE may advise that participants should not even observe certain such events, and in such a case, participants may not attend or observe any such event. In all cases observation of and/or attendance at or near any such events, whether or not subject to a CIEE warning or directive, entails risk of physical injury, death and/or loss of property. As a result, any such observation, attendance or participation is solely at participant’s own risk. I agree to hold CIEE harmless from any liability as a result of my attendance at or near or participation in any such event. In addition, I understand that CIEE can impose disciplinary sanctions if I engage in activity (including demonstrations and the like) after being instructed not to attend or be in the vicinity thereof.

10. I understand and agree that I am responsible for CIEE program fees as published at http://www.ciee.org/study-abroad/ for my program and term(s) of study, as well as any associated fees as billed to me by my home institution. I also understand and agree that CIEE does not give refunds (or partial refunds) for unused services that are included as part of the advertised program fee.

11. I understand and agree that if my CIEE billed fees are not paid in full in accordance with the dates and timelines found in CIEE’s terms and conditions, my account may be sent to an outside collection agency for further collection efforts. I also understand and agree that should my account be sent to an outside agency for further collection, any and all fees relating to the collection of my outstanding balance will be added to my CIEE account balance and I will be responsible to pay these fees in full.

12. I understand and agree that if I withdraw from a program, I must notify CIEE in writing about my withdrawal. Withdrawals are effective only upon the date of receipt of written notification by the CIEE Study Abroad department. I also understand that I am solely responsible for notifying my home institution of my withdrawal, and for any associated home institution penalties or fees. Students participating in Block or Session-based programs may not change programs for any accepted blocks or sessions after arriving at the first location of the confirmed study plan for the term.

For Fall and/or Spring term (semester or block) participants, the withdrawal refund policies are as follows:

Withdrawal before the advertised arrival date: If written notification of withdrawal or deferral of confirmed participant is received by CIEE on or more than 15 days prior to the advertised program arrival date for the first semester or block of accepted participation for the term, all payments—minus the application fee and the non-refundable Participation Confirmation fee will be refunded. If a student applied to study through a School of Record, and withdraws/defers after confirming his/her place in the program, the School of Record fee is also non-refundable. In cases where payment has not yet been received by CIEE, the Participation Confirmation fee, in addition to any applicable School of Record fees, is due.

If written notification of withdrawal or deferral of a confirmed participant is received by CIEE less than 15 days prior to the advertised program arrival date for the first semester or block of accepted participation for the term, 75% of the program fees, less the non-refundable School of Record fees as applicable, will be refunded. (In cases where payment has not yet been received by CIEE, 25% of the program fee, in addition to the School of Record fee, is due.) Requests for program deferral to a different semester are only accepted up to 15 days prior to the first advertised program arrival date for the semester.

For Academic Year and Calendar Year participants: If written notification of withdrawal for only the second semester of participation is received by CIEE prior to December 1 (for Academic Year program participants) or June 1 (for Calendar Year program participants), no financial penalties will be incurred for the second semester of study. Full year students, who withdraw from the second term of study on or after these dates but before the advertised arrival date for new students, will be responsible for 25% of the program fees for the second term. Withdrawal after the new student arrival date for the second term, full year participants are responsible for withdrawal fees for the second term as outlined below. In the case of qualified program participation deferral for a confirmed participant, the non-refundable Participation Confirmation fee and any applicable School of Record fees must be paid for that term, but (at the discretion of CIEE) may be applied towards future participation on this or another CIEE Study Abroad program within the next 12 months. Students can elect to be billed for the Participation Confirmation fee during the application process of the selected term. A credit will then be applied to the student account once CIEE verifies that the Participation Confirmation fee and any applicable School of Record fees are paid in full for the deferred term. Students may not defer less than 15 days prior to the scheduled arrival date, nor may they defer the second semester of a full year program.

Withdrawal on or after the advertised program arrival date for each semester (or block): If written notification of withdrawal for a confirmed participant is
received by CIEE on or after the advertised program arrival date for any given semester (or any block of accepted participation for the term), or if a confirmed participant does not notify CIEE in writing of plans to withdraw and does not show up on-site on the advertised arrival date, the following refund policy for partial attendance applies. The application fee, applicable School of Record fees, and the Participation Confirmation fee are non-refundable.

For Semester programs, program withdrawal refund policies are as follows:

- Withdrawal on or up to 21 days after the advertised program arrival date – 50% refund
- Withdrawal at any time after (and including) day 22 calculated from the advertised program arrival date – no refund

For Block-based (Open Campus) program participations, program withdrawal refund policies are as follows:

- Withdrawal on or up to 4 days after the advertised program arrival date of the first block in a term for which a participant has confirmed participation – 50% refund.
- Withdrawal from day 4 through day 27 of the block – no refund.
- Withdrawal after day 27 until the end of the block – no refund of the block will be granted, and an additional 25% withdrawal fee for any subsequent blocks confirmed for participation will also be due.

For May, Summer, and January term participants, program withdrawal refund policies are as follows:

Any advertised multi-site program is considered to be one, comprehensive program and shall not be treated as two separate sessions. The withdrawal fees described herein shall be calculated based on the entire advertised program fee for the multi-site program, rather than divided into separate sessions for the application of withdrawal fee policies and calculations.

**Withdrawal before the advertised program arrival date:** If written notification of withdrawal or deferral of confirmed participant is received by CIEE on or more than 15 days prior to the advertised program arrival date for the first program session of confirmed participation, all payments minus the application fee and the non-refundable Participation Confirmation fee will be refunded. If a student applied to study through a School of Record, and withdraws/defers after confirming his/her place in the program, the School of Record fee is also non-refundable. In cases where payment has not yet been received by CIEE, the Participation Confirmation fee, in addition to any applicable School of Record fees, is due.

If written notification of withdrawal or deferral of a confirmed participant is received by CIEE less than 15 days prior to the advertised program arrival date for the first program session of accepted participation for the term, 75% of the program fees less the non-refundable School of Record fees will be refunded. (In cases where payment has not yet been received by CIEE, 25% of the program fee, in addition to the School of Record fee, is due.) Requests for program deferral to a different semester are only accepted up to 15 days prior to the first advertised program arrival date.

In the case of a confirmed participant, the non-refundable Participation Confirmation fee and any applicable School of Record fees must be paid for that term, but (at the discretion of CIEE) may be applied towards future participation on this or another CIEE Study Abroad program within the next 12 months. Students can elect to be billed for the Participation Confirmation fee during the application process of the selected term. A credit will then be applied to the student account once CIEE verifies that the Participation Confirmation fee and any applicable School of Record fees are paid in full for the deferred term. Students may not defer less than 15 days prior to the first scheduled arrival date for the session(s) of participation, nor may they defer a second or third session if participating on more than one session in that same summer.

**Withdrawal on or after the advertised program arrival date:** If written notification of withdrawal for a confirmed participant is received by CIEE on or after the advertised program arrival date for any given term, or if a confirmed participant does not notify CIEE in writing of plans to withdraw and does not show up on-site on the advertised arrival date for the first session of the student’s confirmed participation record, the following refund policy for partial attendance applies. The application fee, applicable School of Record fees, and the Participation Confirmation fee are non-refundable.

- Withdrawal on or up to day 4 of the program or first program session – 50% refund
- Withdrawal from day 5 through day 10 of the advertised program or program session – no refund.
- Withdrawal after day 10 until the end of the program or program session – no refund, and an additional 25% withdrawal fee for any subsequent sessions confirmed for participation will also be due.

In cases where payment has not yet been received by CIEE, payment of the Participation Confirmation fee, applicable School of Record fees, and any unpaid balance after the withdrawal policy is enforced will be due.

13. CIEE reserves the right to make changes in the program’s itinerary sequence, as well as other changes, including, but not limited to, substitutions of or changes in courses, excursions, activities, lectures, site visits and topics listed currently in the catalog or on the CIEE website. Any and all such changes are without liability on the part of CIEE.
14. All CIEE programs are based on group arrangements involving a minimum number of participants. In the unlikely event that a program is cancelled (due to low enrollment or any other reason), CIEE will refund all payments received but will have no further liability to participant.

15. Program participants who are U.S. passport holders studying outside of the U.S. are covered under CIEE iNext Insurance. Coverage provided by this policy is meant to supplement private insurance and to provide certain coverage for activities related to traveling abroad. I understand that detailed information on the coverage of this policy has been made available to me. I understand that health care and evacuations outside my home country are not covered by most standard insurance policies and can be extremely expensive. I am solely responsible for payment of any and all medical evacuation, trip cancellation, trip interruption, baggage loss/damage, accident/sickness and any and all other insurance expenses incurred by me during my program or related to my program.

16. I understand that CIEE will distribute my name, address, email address and telephone number to other program participants, staff and sending schools.

17. Except for certain housing in Bonaire and Berlin, CIEE does not own or operate any entity which is to or does provide goods or services for my program (except that it employs resident directors and staff), including, for example, arrangements for or ownership or control over houses, apartments or other lodging facilities, classrooms or study facilities, airline, vessel, bus or other transportation companies, local ground operators, visa processing services, providers or organizers of optional excursions, food service or entertainment providers, host universities and institutions, etc. All such persons and entities are independent contractors. As a result, CIEE is not liable for any negligent or willful act or failure to act of any such person or entity, or of any third party.

Without limitation, CIEE is not responsible for any injury, loss, or damage to person or property, death, delay or inconvenience in connection with the provision of any goods or services occasioned by or resulting from, but not limited to, acts of God, force majeure, acts of government, acts of war or civil unrest, insurrection or revolt, strikes or other labor activities, criminal, terrorist or threatened terrorist activities of any kind, overbooking or downgrading of accommodations, structural or other defective conditions in houses, apartments or other lodging facilities (or in any heating, plumbing, electrical or structural problem therein), mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely or safely, dangers associated with or bites from animals, insects or pests, sanitation problems, food poisoning, epidemics or the threat thereof, disease, lack of access to or quality of medical care, difficulty in evacuation in case of a medical or other emergency, or for any other cause beyond the direct control of CIEE. In addition, CIEE is not liable for its own negligence and participant releases CIEE therefrom.

18. I understand that perceived or actual epidemics (such as, but not limited to, H1N1, Ebola, SARS, or bird flu) can delay, disrupt, interrupt or cancel programs. I agree to assume all risk of any such problems which could result from any such occurrences.

19. CIEE retains the right, in its sole discretion, to contact participant’s school, parents and/or guardian with regard to health issues, account balances, or any other matter whatsoever which relates to participant or participant’s program. These rights transcend any and all privacy regulations that may otherwise apply.

20. In the event of a medical emergency, CIEE will attempt to cause appropriate treatment to be administered. However, it makes no warranty that it will be able to cause effective (or any) emergency treatment to be administered.

21. I understand that travel in other nations is not similar to travel within the United States. Programs outside the United States can involve inconvenience and risk, including, but not limited to, forces of nature, geographic and climatic conditions, different hygiene standards, infrastructure problems (including road maintenance, transportation delays and accommodation conditions), civil unrest, vandalism, crime, political instability and terrorism. Medical services or facilities may not be readily available or available at all during all or part of a program and, if available, may not be equal to standards in participant’s home country. I assume all risk of bodily injury, death, emotional trauma, property damage, inconvenience and/or loss resulting from negligence or any other acts of any and all persons or entities, however caused, including, but not limited to, those risks mentioned above. It is my intention fully to assume all of the risks of travel and participation in the CIEE program and to release CIEE from any and all liabilities to the maximum extent permitted by law.

[In addition, I release CIEE from its own negligence. If this form is also signed by a parent or legal guardian, that parent or guardian is making a similar release.]

22. CIEE, in its sole discretion, can approve or disapprove of any participant's change of housing including, but not limited to, participant opting out of CIEE provided housing. If CIEE agrees to allow participant to choose his or her own housing, participant agrees that CIEE is not responsible for any problems which result therefrom.

23. CIEE-arranged housing for participant’s program will be available only while participant is actively engaged in the program. If a participant withdraws from the program or is removed from the program for any reason whatsoever, that housing ceases immediately with no right of refund beyond that which is detailed in Paragraph 12 of this Contract. In addition, any violation of program rules or residential rules may result in eviction from arranged housing and/or expulsion from the program.

24. CIEE allows service animals on its programs unless prohibited by foreign host countries or incompatible with foreign custom or practice. All expenses regarding service animals are for the
account of the participant. CIEE is not responsible for any customs or immigration requirements (or any related issues) which could arise with regard to service animals and all such matters are the sole responsibility of the participant. I understand also that I may not be able to take a service animal in various public facilities in certain foreign countries and/or on various modes of transportation therein. Under no circumstances does CIEE allow pets or therapy animals on any of its programs.

25. I have read and agree to abide by the academic and financial Terms and Conditions for CIEE program participation as outlined at http://www.ciee.org/study-abroad/terms-conditions/ and affixed hereto as Exhibit A.

26. CIEE reserves the right to decline, accept, dismiss, or retain any person as a participant in any program at any time before or during the program if participant has failed to comply with any provision(s) of this contract, if the person’s continued participation or presence in the program, in CIEE’s view, constitutes a risk to that person’s health or to the enjoyment of or integrity of the program for others, or for any other reason whatsoever.

In the event a participant is dismissed from a program or voluntarily chooses to leave the program prematurely, no refunds will be made except in the case where programs are cancelled by CIEE in which case refunds will be issued as per the terms of Paragraph 12 of this Contract.

27. CIEE reserves the right to take photographic or film records of any program, and to use and/or disseminate documents and materials created by the participant while on the program. I understand that CIEE may use such records for promotional and/or commercial purposes without limitation, payment of any fees and without liability.

28. If by my acts or omissions I cause or threaten to cause damage of any kind whatsoever to third parties, I accept full responsibility therefore. Further, in the event of such damage or loss, I agree to indemnify and hold CIEE harmless from any and all actions taken by third parties for said damages or loss.

29. This “CIEE Program Participant Contract” shall be legally binding upon myself, all minors traveling with me, my heirs, successors, assigns and legal representatives. This entire agreement is entered into on behalf of all members of my family who accompany me. I certify that I am the parent or legal guardian of any legal minors under the age of majority who accompany me.

30. All program applications are subject to acceptance by CIEE in Portland, Maine, U.S.A.

30. In the event any part of this “CIEE Program Participant Contract” is found to be legally void or unenforceable, then such part will be stricken but the rest of this document will be given full force and effect.

31. BINDING ARBITRATION: I agree that any dispute or claim which refers or relates to this contract, any literature related to the Program, or the Program itself, shall be litigated solely and exclusively in and for courts in Portland, Maine and for this limited purpose, the parties agree to exclusive venue and personal jurisdiction therein. At the Participant’s option, however, in lieu of litigation, CIEE will agree to binding arbitration in Portland, Maine pursuant to the then existing commercial rules of the American Arbitration Association. In any such arbitration, the arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.

32. I have carefully read this document entitled “CIEE Program Participant Contract” and I have carefully read all of the CIEE catalogues, program brochures, websites and other descriptive materials provided to me by CIEE relating to my participation in the program and I have understood all of the contents of all such documents. I understand and agree to comply with all stated terms and conditions set forth in this “CIEE Program Participant Contract” as well as those terms and conditions set forth in the CIEE catalogues, brochures, websites and other descriptive materials provided to me by CIEE relating to my participation in the program. I understand that the terms and conditions in this document as well as the terms and conditions in all of the above stated documents constitute a binding contract between myself and CIEE.

I certify that all statements made in this “CIEE Program Participant Contract” are true and correct and made of my own free will.
EXHIBIT A: CIEE TERMS AND CONDITIONS

The Terms and Conditions as outlined below pertain to the Fall 2016, January 2017, Spring 2017, May 2017, and Summer 2017 programs and supersede any other published policies pertaining to these terms.

This section includes general CIEE policies, Academic Policies, Program Fees and Payment Policies.

CIEE reserves the right to modify or cancel any statement in the program descriptions and information as listed at www.ciee.org, or in the hard copy program catalogs, without prior notice and accepts no responsibility for the consequences of such changes.

GENERAL POLICIES

Program participants are governed by four sets of policies:

- The contract entered into by each Program participant
- Policies set by CIEE Portland-based staff, CIEE Program Management, and/or the CIEE Academic Consortium Board for CIEE Study Abroad programs.
- Policies set by the host institution.
- Policies set by the student's home institution.

In the case of conflict among these four sets of policies, the Participant Contract first applies, and then the most stringent policy shall apply. It is the sole responsibility of the student to become familiar with these policies and with any more demanding policies that may be imposed by his/her home institution.

Admission

CIEE works with home institutions regarding the processing of applications for CIEE Study Centers. In nominating students, home institutions have the responsibility to evaluate applicants' credentials carefully and to determine their suitability for the selected programs. Endorsement of an individual applicant constitutes an assurance that the student meets the minimum admission standards for the program, that the student is prepared linguistically, academically, and socially to succeed and derive benefits from the program; and that it is appropriate for the student's academic program and goals.

Acceptance to all CIEE programs is done on a rolling basis by CIEE staff.

CIEE reserves the right to reject an applicant for any reason. CIEE encourages students to apply as early as possible to ensure a spot on their desired program. In cases where CIEE receives applications in excess of capacity, CIEE will create a waitlist of applicants based on the date the complete application was received in Portland, Maine. Incomplete applications will not be considered. In waitlist situations, CIEE favors applicants from CIEE Academic Consortium member institutions who have an outstanding cumulative grade point average and supportive evaluation. CIEE does not discriminate on the basis of race, sex, sexual orientation, religion, age, marital status, national and ethnic origin, or disability.

Students may defer acceptance to a CIEE Study Center for up to one year from the term of acceptance. The deferral request must be received in writing by the CIEE U.S. office prior to confirmed participation and no less than 15 days before the advertised arrival date for the program to which the student has been accepted in order to avoid financial liability (in cases where the participant has confirmed participation in the program prior to requesting deferred status, the confirmation fee is non-refundable but may be applied toward the approved deferral term). Under no circumstances will CIEE approve a request to defer participation on or after the arrival date for the program. In order to reactivate the application, students must submit an updated transcript and Home School Nomination form by the application deadline for the program they wish to attend. Students may be required to submit additional information.

Late Arrival to a Program

Students are required to be present from the first day of the program orientation (see note 4 below). In extremely rare cases, there may be valid academic or personal reasons for a student to arrive late. Permission for such arrangements can only be granted by the appropriate CIEE Enrollment Manager in
Portland and only upon receipt of a written request from the appropriate officer at the student's home institution. In no case are such arrangements authorized directly by Resident Directors.

**Student Program Orientation**
The home institution will typically provide informational material covering relevant academic matters prior to the student’s departure. It is the sole responsibility of the student to be familiar with this information and the policies of the home institution.

Prior to the program start date, students are required to participate in a CIEE on-line pre-departure orientation (OPDO), or series of orientations (depending on location and program). A more extensive CIEE program orientation takes place at the program site, which all students are required to attend.

**Drug and Alcohol Policy**
Students are subject to the laws of the host country and any policies and regulations of the host university. Drug or alcohol abuse by students is viewed by CIEE as a serious violation of the terms of participation and can result in dismissal from the program.

**Drug and Alcohol Violations**
Penalties for drug violations in many host countries are often harsher than in the United States. Use of drugs other than prescribed drugs for legal medicinal purposes may result in expulsion from the study program, as well as possible criminal prosecution. Students traveling abroad are subject to the laws of the country they are visiting – their own country’s laws do not protect them. The U.S. and other governments can only seek to ensure (but cannot guarantee) that their citizens are not discriminated against, that is, that they receive the same treatment as citizens of the country in which they are arrested who are charged with the same offense.

**ACADEMIC CODE OF CONDUCT AND POLICIES**

Students are solely responsible for their own academic success, and for knowing and adhering to the policies of their home institutions, in addition to CIEE’s stated policies and those of the host institution abroad. Students are expected to report any concerns they may have regarding academic matters to the CIEE Resident Director as they arise on site. It is also the sole responsibility of the student to obtain complete information concerning how academic work completed overseas is assessed by the home institution, and how credit is counted towards the student's degree program. The policies stated within these Terms & Conditions are what is minimally required by CIEE for all programs; however, each CIEE program may provide students with additional and more stringent policies, specific to the needs and academic culture of that location, program, and/or host institution. Students are held equally responsible for all stated policies.

In most cases, the home institution both nominates students to CIEE for admission and grants them credit following their successful completion of coursework. In some cases, however, the home institution nominates students but requires that the coursework completed abroad transfer through an official U.S. School of Record.

Students’ home school study abroad advisors must indicate the need for the student’s grades to be processed by a School of Record on the initial program application by completing the appropriate section of the CIEE Home School Nomination form. Students cannot be retroactively processed as (or removed as) a School of Record participant once the Participant Contract task is signed by the student. Participating on a CIEE Study Abroad Program through a School of Record requires a supplemental administrative fee (cost as noted in the advertised CIEE program fee breakdowns), which will be included on the student’s program fee bill from CIEE unless the student’s home school asks to be billed for this fee in their Billing Agreement with CIEE. Please note that the School of Record fee is non-refundable once the student has confirmed participation in the program, and the student will be held responsible for payment of this fee even if s/he withdraws or cancels after confirming participation.

**Course Loads, Credits, Equivalencies, and Grades**
Students on CIEE programs are required to take a full course load as offered by each program, usually
the equivalent of 15 - 18 U.S. semester-hour credits for one full semester, but varies by program—summer, May, and January short term programs vary from 3 to 10 credits, depending on location. Unless the advertised program course load requirements indicate otherwise, no students are allowed to be enrolled in more than 18 U.S. semester credits without approval from the CIEE Resident Director, and the student’s home institution study abroad office.

On a case-by-case basis, CIEE evaluates course offerings at host institutions that report the workload of courses on a basis other than the U.S. semester-hour system. Final authority for the published credit equivalency rests with the CIEE Vice President for Academic Affairs. Final authority for awarding of credit to an individual student rests with the appropriate authority at the student's home institution.

In general, a block of fifteen 50-minute sessions is equivalent to one semester hour of credit. Some courses may include activities such as conversation hours, applied arts sessions, or visits to museums, which, although academic in nature, do not entail additional outside work. In these cases, the general rule of thumb is that when the course instructor is present and overseeing the activity, but not leading direct instruction, only the time spent directly in the activity (i.e. not travel time or breaks) is counted at a rate of 3 hours of activity = 1 “contact hour” (this includes course-required movie viewing). If the co-curricular activity is one that is self-guided by the student, it is treated in the same manner as a “homework” assignment and not counted in contact hours. Grades are awarded for student performance using a U.S. system of letter grades, a host-country system of letters, numbers, and/or descriptors, or a combination of these methods. CIEE reports final grades to students’ home institutions using a suggested U.S. letter grade equivalent. Determination of the final grade based on the documentation provided by CIEE is at the discretion of the student's home institution or School of Record. The student's home institution may or may not post grades earned overseas to the student's transcript, and may or may not include overseas grades in the grade point average.

**Academic Records**

Upon completion of the program, resident staff enters final grades into the CIEE integrated database, and sends supporting documentation from the host institution (when available), to the CIEE U.S. office. A CIEE Academic Record is then produced and sent by CIEE to the student’s home institution or School of Record. The CIEE Academic Record, approved by the CIEE Academic Consortium, is the official report provided for each participant on a CIEE Study Abroad program. The CIEE Academic Record includes the student's name, date of birth, term of attendance, and lists each course studied, the language of instruction, hours of instruction, suggested U.S. grade equivalency, and semester hours of credit. The CIEE Academic Record includes any supporting documentation provided by the host institution. In addition, each CIEE Academic Record is attached to a guide that includes detailed information regarding credit and grade conversions used by CIEE.

Home institutions typically receive final grades from CIEE approximately ten to twelve weeks after the program ending date; however, there are some locations that take longer to report grades to the CIEE Portland office. This is primarily the case for programs with direct enrollment courses (e.g. but not limited to programs in Argentina, Brazil, Cape Town, the Netherlands, Spain, and Sweden), due to the fact that collection of final grades in these locations depends on the grade reporting procedures of the local institutions. U.S. institutions that require their students’ grades to be processed through CIEE’s School of Record should expect up to an additional three weeks for processing. Inquiries about grades status should be directed to the CIEE Portland office, not to the overseas program staff.

Information from the CIEE Academic Record or School of Record transcript is entered onto the transcript at the home institution, and this becomes the official record of participation in a CIEE program. CIEE Academic Record copies are not released to credit-seeking students, since students should request this information from their sending institutions, which officially grant credit for the program. School of Record students will receive one official copy of their official School of Record transcript of credits and grades earned on the program, mailed to the student's permanent address, and a second official transcript is sent to the student’s home institution for transfer credit evaluation and processing.

“Autonomous” participants are students who request to study independently of a home institution and have agreed that their earned credits and grades with CIEE will not be sent at the end of the program to a home institution for transfer of credits to a transcript or degree program. These students are required to fulfill all CIEE academic requirements while abroad, and will be evaluated via the CIEE credit and
grading system for all coursework. Autonomous participants will receive notification that their grades have been received by the CIEE U.S. office, are sent an unofficial copy of their records, and have up to five years to request that CIEE forward the original copies to an institution that has agreed to grant them credit. After five years, only copies of the original documents for autonomous participants will be available upon request. Participants who elect to study with CIEE as “autonomous” also agree that they will not be eligible for any federal, state, or institutional grants, loans, or scholarships that require enrollment certification from an eligible institution of higher education, nor will they be eligible to request deferred payment status on any student loans they borrowed prior to participation on the CIEE program, since their earned credits with CIEE will not count toward a degree program at an eligible institution.

CIEE will not release Academic Records for participants who have outstanding financial obligations to the CIEE U.S. office or to the program site. Participants who have earned failing grades for half or more than half of the total course work attempted will have their grades released to their home schools, regardless of any outstanding debt, and risk having their accounts sent to Collections for non-payment.

Students interested in learning what grades they earned, after the end of their programs abroad, should first request this information from their home institutions. CIEE will not release grades to participants over the phone at any time. Occasionally, participants require copies of the CIEE Academic Record. Under no circumstances is anyone other than the participant or the participant’s sending institution allowed to request copies of a CIEE Academic Record. Requests from participants must be made in writing to the CIEE U.S. office using the CIEE Transcript Request Form.

The CIEE Registrar and Registration staff are the only people authorized to release students’ final grades.

Course Work
All course work MUST be turned in directly to the professor unless the student has received other explicit, documented instructions to the contrary. All coursework must be submitted by stated deadlines, unless written permission for Incomplete status has been granted by the Resident Director (see the section on Incompletes below). Students are required to keep back-up copies of all of their assignments (every major paper or take home examination) for one year after the official program end date—both in hard copy and electronically; however, since students must also keep hard copies of all work, failure of personal technology or loss of data is not an acceptable reason for missing stated deadlines nor as a supporting reason for an academic appeal. Individual professors do not have the final authority to extend deadlines, make special arrangements for students, or otherwise modify the CIEE academic policies. Any special arrangements tentatively proposed by professors must be submitted to the Resident Director on site for review and final approval, and in some cases the Resident Director may need to seek authorization from the CIEE Portland office. It is each student’s responsibility to understand all local regulations governing completion of work and departure from the program site. In other words, even if a professor is willing to support a request for a deadline extension, the student must also seek approval from the CIEE Resident Director. Failure to do so may result in the student receiving a failing grade for the assignment or the class, even if the professor or host institution reports a passing grade.

All students are required to remain at the program location until the final program date, and to complete and turn in all academic work, including examinations and papers, prior to departing the site.

In locations where host institutions offer “deferred examinations” or an opportunity to “re-sit” or “re-take” an exam, only students who are able to sit the alternate examination at the host institution may request such an opportunity, per the standard terms and processes as offered by the host institution. CIEE does not permit students to re-sit or re-take exams, nor apply to take deferred exams, at a location other than that of the host institution. If a student makes arrangements to resit an exam without CIEE approval, CIEE will report a grade of “F” on the CIEE Academic Record for the course in question, regardless of whether the host institution issues a new/passing grade for the course.

Class Attendance
Regular class attendance is required throughout the program, and all absences are treated equally regardless of reason. Students may be excused from class only with the permission of the Resident
Director. Students who miss class for medical reasons must inform the Resident Director with appropriate documentation as noted below.

CIEE program minimum class attendance standards are as outlined below. **Center-specific attendance policies may be more stringent than the policies stated below.** The Center / Resident Director sets the specific attendance policy for each location, including how absences impact final grades. Such policies are communicated to students during orientation and via Study Center documents. In the event that the attendance policy for host institution courses differs from CIEE’s policy, the more stringent policy will apply.

**CIEE Class Attendance Standards:**

<table>
<thead>
<tr>
<th>Percentage of Total Course Hours Missed</th>
<th>Minimum Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10%</td>
<td>No academic penalty</td>
</tr>
<tr>
<td>10 – 20%</td>
<td>Reduction of final grade</td>
</tr>
<tr>
<td>More than 20%</td>
<td>Automatic course failure, and possible expulsion</td>
</tr>
</tbody>
</table>

- Tardiness to class may be considered absenteeism.
- Attendance policies also apply to any required class excursion.
- Students are not permitted to travel away from the program site while classes are in session, unless part of a CIEE-organized excursion. Weekend travel is permitted, as long as an Independent Student Travel form is submitted to the Resident Director.
- For students who miss up to 20% of the total course hours, the RD may allow for exceptions to the local attendance policy based on documentation such as proof of bereavement, religious observances, hospitalization etc.
- Standard doctor’s visits only qualify as a justification for absence from class if the doctor provides a note confirming that the visit could not have been arranged at another time, or that the student was too ill to be able to attend class at all on the day of the visit.
- Personal travel and/or travel delays are not considered justifiable reasons for missing class.
- Persistent absenteeism (students approaching 20% or more of total course hours missed, or violations of the attendance policies in more than one class) may lead to a written warning from the Resident Director, notification to the student’s home school, and/or dismissal from the program.
- For any requests for exception related to CIEE’s minimal class attendance standards, the Resident Director will consult with the CIEE Registrar and Director, Academic Policies before an exception may be granted.

**Add/Drop Period**

At most Centers, when the program is not a “set” curriculum, students are permitted to make changes in their course selection during a brief period at the beginning of a term. However, CIEE Add/Drop periods may vary from program to program, and may be earlier than the advertised Add/Drop period of the host institution. In these instances, the CIEE Add/Drop deadline is the official deadline for all CIEE program participants, not the host institution deadline. In semester programs, the CIEE Add/Drop period will typically end no later than the second full week of regular classes for each academic term. For programs offering courses with Block scheduling, the CIEE Add/Drop period will end no later than one week after classes begin. In summer programs, the CIEE Add/Drop Deadline will typically end no later than the end of the second day of classes. No changes are permitted in registration, other than those to correct clerical errors, after the end of the CIEE Add/Drop deadline. **After the end of the CIEE Add/Drop period, the student’s registration is considered final, and no course(s) may be changed or deleted from a student’s CIEE Academic Record.**

Students are asked to confirm their final registration in their CIEE online accounts. In the event a student fails to confirm the registration as instructed and by the deadline stated by resident staff, the registration record as entered by Resident Staff is considered “final” and no further changes may be made to it. Therefore, if a class is noted on the record, and no grade is reported by the professor for the student, a grade of “F” will be assigned, regardless of whether the student believes she or he appropriately dropped or withdrew from the class in question. Students are responsible for ensuring and confirming that the final
course registration accurately reflects the classes (titles, credits, hours, and language of instruction) in which they are enrolled and as the students anticipate the courses should be noted. Any perceived discrepancies should be reported immediately to the Resident Director for review, consideration, and (if appropriate) correction.

Pass/Fail and Audit
Pass/fail registrations are not permitted in CIEE Study Center courses nor in direct enrollment courses that are offered for graded credit. A student who carries a full course of study for credit may audit additional courses only at some CIEE Study Centers, and only with: a) written authorization from the study abroad office at the home institution, and b) the approval of the Resident Director. A student is not allowed to change from audit to credit status, or vice-versa, after the end of the Add/Drop period.

Withdrawal from a Course
Students are required to be registered with CIEE for the total minimum credits as advertised for the program. If exceptional circumstances warrant, the student may request permission from the Resident Director to withdraw from a course; however, under no circumstances is a student allowed to drop below a total of 12 U.S. semester credits for any one semester of study. Students participating in a Block-based semester program must remain registered in two classes, or six credits, per block. Summer program students are not allowed to drop below the minimum total number of advertised credits for the program and/or session. Whether the student intends to transfer academic credit to the home institution has no bearing on whether a student may be granted permission to withdraw from a class.

If a student is granted permission by the Resident Director, after also receiving approval from the student’s home school study abroad office, to withdraw from a course after the end of the Add/Drop period, but before the Academic Withdrawal deadline, a grade of Withdrawal (W) is entered on the CIEE Academic Record.

If after the Academic Withdrawal deadline, a student stops attending a course, fails to take the final examination, or fails to turn in required work, a failing grade of “F” is reported.

The Academic Withdrawal deadline may vary from program to program but will not be later than the midpoint of each term of study, as determined by the Resident Director. The student will receive a failing grade (F) for the course, if proper approval for withdrawal from the course is not secured.

Withdrawal from a Program
As previously stated, all students are required to remain at the program location until the final program date, and to complete and turn in all academic work, including examinations and papers, prior to departing the site.

Any student who must depart the program early is required to complete a CIEE Program Withdrawal Form prior to departure, and secure approval from the Resident Director who will notify the student’s home institution of the withdrawal date and academic consequences of the early departure (as outlined below).

1. If there are no pre-session courses offered on the program, and the departure date is prior to the Add/Drop deadline for the term in progress, the student will have all courses dropped from the CIEE Academic Record

2. If the program offers/requires a pre-session course, if the approved departure occurs:
   - prior to the midpoint of the pre-session course, all classes will be dropped from the CIEE Academic Record; or
   - after the midpoint of a pre-session course but prior to the end of the course, a grade of Withdrawal (W) will be reported for the pre-session course, and all other classes will be dropped from the CIEE Academic Record; or
   - after the end of the pre-session course, but prior to the Add/Drop deadline, a grade will be reported for the pre-session course only, and all other classes will be dropped from the CIEE Academic Record
3. **If the departure date is after the Add/Drop deadline, but prior to the Academic Withdrawal deadline,** a grade of Withdrawal (W) will be reported for any uncompleted courses. Any courses for which all scheduled class meetings have occurred and all coursework has been submitted, will have the earned grade and credits reported on the CIEE Academic Record.

4. **If the departure date is after the Academic Withdrawal deadline** and prior to the end of the program, or the student fails to complete and turn in all required academic work prior to departure, the student will receive a failing grade in his or her courses and/or for any outstanding assignments or exams.

There are few circumstances that may warrant exceptional approval of a withdrawal after the Academic Withdrawal deadline: a serious accident or illness, a severe psychological problem, or a severe family problem. If, in an emergency, a student needs to depart early or is unable to complete a requirement of one or more courses after the Academic Withdrawal deadline, the student must ask permission from the Resident Director who will consult with the Regional Director of Operations, Registrar, and Vice President for Academic Affairs. In the rare instance that the Vice President for Academic Affairs grants an exception to the Academic Withdrawal policy, CIEE will assign one of two grades for courses left uncompleted:

- a grade of Withdrawal (W) if the student leaves the program after the Academic Withdrawal deadline, is passing the courses in question at the time of departure, and receives approval from the CIEE Vice President for Academic Affairs;
- a grade of Incomplete (INC) if the student leaves the program after the Academic Withdrawal Deadline and with less than 20% of the program remaining (calculated in days from the advertised program end date), and where academic circumstances allow a student to complete exams or submit final assignments that occur after his/her departure. Under these circumstances, students must receive written approval to be issued an INC for these courses, accompanied by a clear outline of completion requirements and due dates for all missed work, as noted below.

CIEE does not grant partial credit for courses that are not completed prior to a student’s departure; however, in exceptional circumstances, CIEE will provide as much information about the courses and the work already completed by the student, in an effort to help the home school determine whether they are willing and able to grant partial credit toward the home school transcript and/or degree program.

### Incomplete Courses

A CIEE Academic Record that reports one or more Incompletes will be accompanied by an Incomplete Course form which provides detailed information about what the student is required to do in order to complete the course(s), and the date by which the Resident Director and/or professor(s) at the program location needs to receive the missing work. CIEE will assign a deadline date for work to be submitted that is reasonable for the individual course and student circumstances, and which will fall no more than one semester (or six months, whichever is earlier) after the on-site exam date of the course(s) in question.

**If the student does not make appropriate arrangements with the Resident Director prior to departure,** a grade of F will be assigned for any missing work and the final grade for the course will be calculated accordingly. Individual professors do not have the final authority to extend deadlines, make special arrangements for students, or otherwise modify the CIEE academic policies. Any special arrangements tentatively proposed by professors must be submitted to the Resident Director on site for review and final approval.

If the student misses the deadline for completing work for Incomplete courses, all Incomplete coursework will automatically be converted to failing grades (F), and no extensions will be granted on previously stated deadlines for Incompletes. Similarly, students who have been granted an Incomplete may not later request to receive a grade of “W” for the course in question, regardless of circumstance. It is the student’s responsibility to comply with the stated requirements and deadline for the Incomplete coursework, and to remain in contact with the professor and/or Resident Director throughout this time. Neither the professor nor CIEE Resident Staff have any obligation to provide reminders to the student as the stated deadline approaches. If the student meets the deadline, the appropriate professor(s) on site will grade the assignment and report the new course grade(s) to the Resident Director. CIEE will send a new CIEE Academic Record to the student’s home institution or School of Record, reporting the updated grade(s).

### Dismissal from the Program
Participants are expected to comply with regulations established by CIEE, their home universities, and the host institution. Resident staff may establish additional requirements that are essential to the students' achievement of their educational goals or to continuing good relations with the Host University or community.

CIEE may dismiss without warning from the program any student who does not comply with the relevant regulations and requirements as outlined in the CIEE Participant Contract. In some but not all cases, the Resident Director issues a warning letter to participants if they are not acting in compliance with program regulations. If such a letter is issued, participants are expected to take responsibility for changing their behavior or risk early dismissal and consequent loss of time, money, and academic credit. **CIEE does not grant program fee refunds to students who are dismissed from their programs. A student dismissed from a CIEE program, following the Add/Drop period, will fail all academic classes not yet completed, and a grade of Withdrawn Failing (WF) will be reported for all classes not yet completed.**

**Program Cancellation**

CIEE reserves the right to cancel a CIEE Study Abroad program due to insufficient enrollment or other factors beyond its control. All CIEE programs are based on group arrangements involving a minimum number of participants. In the unlikely event that a program is cancelled prior to the start of the program, due to low enrollment or any other reason, CIEE will refund all payments received but will have no further liability to participant.

If an emergency requires that a program be canceled following the program start date and prior to the end of an academic term, CIEE will make reasonable efforts to make alternative arrangements in order to allow students to complete their academic work, but cannot guarantee that full or partial credit will be obtained. If alternative arrangements cannot be made, CIEE will make reasonable efforts to collect documentation of student work completed to date. CIEE will share this information with the home institutions of students enrolled in the program so they will be able to evaluate, per home institution policies, whether to grant their students any, full, or partial credit for work completed.

**Academic Honesty**

CIEE subscribes to standard U.S. norms requiring that students exhibit the highest standards regarding academic honesty. Cheating and plagiarism in any course assignment or exam will not be tolerated and may result in a student failing the course or being expelled from the program. Standards of honesty and norms governing originality of work differ significantly from country to country. We expect students to adhere to both the American norms and the local norms.

Three important principles are considered when defining and demanding academic honesty. These are related to the fundamental tenet that one should not present the work of another person as one’s own.

**The first principle** is that final examinations, quizzes and other tests must be done without assistance from another person, without looking at or otherwise consulting the work of another person, and without access to notes, books, or other pertinent information (unless the professor has explicitly announced that a particular test is to be taken on an “open book” basis).

**The second principle** applies specifically to course work: the same written paper may not be submitted in two classes. Nor may a paper for which you have already received credit at your home institution be submitted to satisfy a term paper requirement while studying overseas.

**The third principle** is that any use of the work of another person must be documented in any written papers, oral presentations, or other assignments carried out in connection with a course. This usually is done when quoting directly from another’s work or including information told to you by another person. The general rule is that if you have to look something up, or if you learned it recently either by reading or hearing something, you have to document it.
Exceptions
During the program, any student who feels there is a justification to request an exception to any CIEE policy should address the request in writing to the Resident Director. Individual instructors are not authorized to grant exceptions to academic policies. A Resident Director may recommend that an exception be granted, in which case the Vice President for Academic Affairs, in consultation with the student’s home institution, will make the decision. The CIEE Vice President for Academic Affairs is the only person authorized to approve exceptions to these policies.

Academic Appeals
Following policies that are universally in effect in U.S. colleges and universities, CIEE believes that, except in rare cases of egregious discrimination or blatant unfairness, each professor has the final say as to the grades assigned to work submitted by the students in his or her classes.

Similarly, CIEE respects the academic policies and procedures of our host institutions. If students want to appeal the grade for a host institution course, they must avail themselves of any appeal processes made available through the host institution. For CIEE-administered classes, or host institution classes where there is no local grade appeal process available, students have three months from when grades are forwarded to their home institution to file an appeal with CIEE. Students interested in filing a grade appeal after the end of the program must do so in writing by completing the CIEE Grade Appeal form (available through the CIEE Portland office), and must also provide adequate documentation to support the argument submitted in the appeal. Students may only appeal to the CIEE Portland office after the end of the program (not to resident staff or professors), and the decisions of the Academic Appeals Committee are final once an appeal has been fully adjudicated. Please note that appeals may take at least 2-3 months to be fully adjudicated, though CIEE makes every attempt to process any appeals received in as short a time period as possible. Students may not request exceptions to the appeal submission timeline.

PROGRAM FEES AND PAYMENT POLICIES

Program Fees
Comprehensive program fees and breakdowns are available here in downloadable PDF files. CIEE does not give refunds (or partial refunds) for unused services that are included as part of the advertised program fee. CIEE program fees are set by the CIEE Portland office. All questions regarding CIEE program fees must be directed to the CIEE Billing Team, rather than to staff on-site.

Confirmation of Participation
CIEE requires a confirmation payment, as part of the program fee, from each student intending to participate on a CIEE Study Abroad program. This confirmation payment is not an additional fee but is part of the published program fee and is paid at the time the “CIEE Participant Contract” and “Confirmation Fee” tasks are completed during the on-line application process. In lieu of paying the confirmation fee at the time the Participant Contract task is completed, a student may elect to be billed for the confirmation fee with the rest of his or her program fees. In some cases, home institutions have made arrangements to confirm participation for the student. Forms and detailed information are included in the acceptance materials, as appropriate to the agreement with the student’s home institution. Once the Participant Contract task is completed, the student is considered confirmed, regardless of whether the Confirmation Fee task is completed, and the student is held responsible for the Confirmation Fee and any other relevant program fees as outlined in these Terms and Conditions.

Payment of CIEE Program Fees
Participants are billed after acceptance to a CIEE program, typically within one to two months before the start of the program. Once the student has completed the Participant Contract task in the on-line application process, the CIEE Withdrawal or Deferral Refund Policy (outlined below) applies. CIEE has agreements with many institutions regarding billing procedures for their students. In some cases, institutions ask CIEE to bill students directly and, in others, CIEE bills the institution or sends a statement of relevant student(s) fees to the institution to be billed to the student(s) via the home school's billing system. In either case, the student is ultimately responsible for ensuring that the full program fee is paid. In the absence of an existing arrangement with a school or where the participant does not have a home institution, CIEE bills the participant directly.
Participants Billed Directly by CIEE
Billing statements are made available to the participant via their CIEE online account, and sent via email to both the participant and the primary Emergency Contact (as identified by the participant in the program application). CIEE billing staff will notify participants via email when their initial billing statement is available. Participants billed directly by CIEE are responsible for maintaining their own accounts. If a parent or other designee will be managing payment of fees on behalf of the participant, it is the participant’s responsibility to ensure that all statements and other billing information are forwarded appropriately. Program fee payments are due in full 30 days from the production/mailing date of the bill, unless the student secures an approved payment plan. Individual student payments are accepted via personal check, money order, or cashier’s check made payable to CIEE and sent with a copy of the billing statement to CIEE, PO Box 10503, Albany, NY 12201. Payments may also be made via Visa/MasterCard credit or debit card (using the credit card payment information form, located on the back of the billing statement), which may be faxed to 1-207-221-1456 (secure, dedicated fax line). No processing fees will be assessed by CIEE for payments made via credit/debit card. Credit/Debit card payments are only accepted via the required payment information form, complete with the card holder’s signature; no payments are accepted electronically or via phone.

Any CIEE program fees billed directly to the participant and not paid in full, in accordance with the dates and timelines found in CIEE’s terms and conditions, may be sent to an outside collections agency for further collections efforts. Any and all fees charged to CIEE relating to the collection of a participant’s outstanding balance will be added to the participant’s CIEE account balance and will be the responsibility of the participant to pay in full.

Due Dates, Late Fees, and Interest
Program fees are billed by term (fall, January, spring, May, and summer). Students participating in an academic year or calendar year program or in programs for two or more consecutive terms, receive a bill for each term. Program fee payments for each term must be paid by the due date listed on the statement for each term. Students participating in an academic year program will be billed for the full advertised fall term fee prior to departure in the fall and for the difference between the full fall fee and the published academic year program fee prior to the advertised start of the spring term. Students participating in a calendar year program will be billed for the full spring term fee prior to departure in the spring and for the difference between the full spring fee and the published calendar year program fee prior to the advertised start of the fall term.

Qualified participants may request a deferred payment due date using the following forms. Please note that deferred payment due dates are not allowed for January or May term programs.

A. Financial Aid Deferral Form: If a portion of the participant’s program fee will be paid by financial aid (scholarships, grants, loans, etc.), that amount may be given a deferred payment date, without cost to the participant, per the following schedules: March 15 for spring program fees, until July 1 for summer program fees, and until October 15 for fall program fees, in order to allow the posting of the financial aid to the participant’s account at the home school and forwarding of funds to CIEE. In order to secure this deferral, the participant must provide a completed Financial Aid Deferral Form and any required payments above the amount of anticipated financial aid, by the due date on the statement. There is no administrative fee for financial aid deferral requests. It is the participant’s responsibility to make arrangements for financial aid to be sent to CIEE by the approved deferred payment date—either directly from the school or from the student’s own bank account (please see note 6 below). Students studying on CIEE programs for more than one term will need to submit a Financial Aid Deferral form for each term in order to have their payments deferred for each billing period. Students may also track the progress of these requests on their CIEE online accounts.

B. Standard Payment Plan Form: For non-financial aid deferred payment due dates, semester program participants may request a split payment plan by submitting a completed CIEE Standard Payment Plan request form by the due date on the statement. There is an administrative fee for the Standard Payment Plan option of $100, due with the initial installment payment that accompanies the payment plan form. Program fee payment terms are as follows:
• Fifty percent of the total balance due plus the $100 ($50 for summer program participants) payment plan fee to be paid by the due date on the billing statement
• Seventy-five percent to be paid by February 1 for spring, June 1 for summer, and September 1 for fall programs
• One hundred percent to be paid by March 15 for spring, July 15 for summer, and October 15 for fall programs

Students studying on CIEE programs for more than one term will need to submit a Standard Payment Plan form for each term if they wish to have their payments deferred for each billing period. The Standard Payment Plan may be requested in conjunction with a Financial Aid Deferral request.

Please note that approvals of deferrals and payment plans are not automatically granted. Students requesting payment deferrals/payment plans will typically receive an updated billing statement via their CIEE online account, outlining the terms of their deferral request within 7-10 business days of receipt of the forms at CIEE. Students may also track the progress of these requests on their CIEE online accounts. Ultimately, it is the participant’s responsibility to ensure that all program fees are paid and that any aid being forwarded from the home institution (or any other organization) is sent to CIEE by the scheduled due date as noted on the billing statement or in the Financial Aid Deferral schedule outlined on the billing statement.

Exclusion from Participation
Any participant who fails either to pay in full by the stated due date on the statement, or by the payment dates as indicated in the payment deferral/payment plan schedule, may be subject to exclusion from participation at the discretion of CIEE. Notification of exclusion for non-payment may be delivered at any time prior to and/or during the program, but students will receive at least one late payment notification via email before any action to exclude is taken.

Late Fees and Interest
Any participant who fails to pay in full or to submit an appropriate payment deferral/payment plan request by the due date on the statement will be charged a $200 late fee and is required to immediately submit payment for all remaining fees in full.

Any student approved to participate on a Standard Payment Plan who misses the 75% or the 100% deadline, will be charged a $200 late fee for each missed deadline.

Any student on a Financial Aid Deferral plan whose payment is not received at CIEE by the approved deferral deadline, as outlined in the deferral schedule on the revised statement after the proposed Financial Aid Deferral form has been submitted to CIEE, will be charged a $200 late fee.

Site Debts
Any unpaid debts at the end of a semester that were incurred by, or on behalf of, a program participant will be billed to that student in U.S. Dollars by the CIEE Portland office, and the student’s grades will be held until the Site Debt is paid in full.

Grades will not be transmitted for any student for whom an unpaid balance or site debt remains. Participants who have earned failing grades for half or more than half of the total course work attempted will have their grades released to their home schools, regardless of any outstanding debt, and risk having their accounts sent to Collections for non-payment. Returned checks and declined credit card payments are considered as failure to make the payment.

Fees Billed by CIEE to Institutions
In the case of fees billed by CIEE to institutions, the institution should provide the name, full address, and other contact information of the person responsible for settling the account. The policies below will be followed unless an alternative agreement has been signed by CIEE and by the institutional representative.
All program fees, as outlined on the CIEE billing statement sent to the institution, must be paid in full 30 days from the date of statement, unless alternate payment due dates are outlined in the organizational billing agreement between CIEE and the billed institution.

CIEE program fees that are billed to universities are typically sent via email in May, June, and December.

Institutional payments are accepted via check made payable to CIEE and sent with a copy of the billing statement to CIEE, PO Box 10503, Albany NY 12201 or via ACH or bank wire transfer (ACH and wire transfer payment information is included on the statement information page that accompanies the institutional bill). **No institutional payments via credit card will be accepted.**

Institutions that send participants on CIEE academic year or calendar year programs or in programs for two or more consecutive terms, will receive a bill for each term. The program fees for each term must be paid in full 30 days from the date of statement for each term, unless alternate payment due dates are outlined in the organizational billing agreement between CIEE and the billed institution. Statements for participants in an academic year program include the full advertised fall term fee on the fall term institutional bill, and the difference between the full fall fee and the published academic year program fee on the spring term institutional bill. Statements for participants in a calendar year program include the full advertised spring term fee on the spring term institutional bill, and the difference between the full spring fee and the published calendar year fee on the fall term institutional bill. Students continuing on two programs in consecutive terms for which academic year or calendar year pricing is not available, will receive the CIEE Transfer Student credit on the statement for the second term of attendance.

The billed institution, as opposed to the individual program participant, is held responsible for payment of program fees for confirmed participants, as indicated on the bill from CIEE. **It is the institution's responsibility to pay CIEE in full for the balance due as noted on the statement each semester, regardless of whether the student has paid the institution in full or has any outstanding balance with the institution.** Institutions who agree to accept bills from CIEE on behalf of their students, also agree to be responsible for cancellation fees for their confirmed students, as outlined in the institutional billing agreement and per the Withdrawal or Deferral Refund Policies below.

Any institution not in good standing will be notified of the deficiency by CIEE. If deficiencies persist, CIEE reserves the right to terminate the billing arrangement with the institution. If the institution carries any balance more than one calendar year beyond the original statement payment due date, the institution will be informed that they have no more than 90 days to pay the balance in full or make acceptable payment arrangements with CIEE. Failure to do so will result in the termination of the institutional billing arrangement.

Grades will not be transmitted for any student for whom an unpaid balance remains. Returned checks will be considered as failure to make the payment.

**Withdrawal or Deferral Refund Policy**

Please note that in all circumstances the application fee and the Participation Confirmation payment are non-refundable. If a student applied to study through a School of Record, the School of Record fee is non-refundable once the student has confirmed his/her place in the program.

Students participating in Block or Session-based programs may not change programs for any accepted blocks or sessions after arriving at the first location of the confirmed study plan for the term.

**Fall and Spring (semester or block) Programs**

**Withdrawal before the advertised arrival date:** If written notification of withdrawal or deferral of confirmed participant is received by CIEE on or more than 15 days prior to the advertised program arrival date (please see Note 4 below) for the first semester or block of accepted participation for the term, all fees—minus the application fee and the non-refundable Participation Confirmation fee will be refunded. If a student applied to study through a School of Record, and withdraws/defers after confirming his/her
place in the program, the School of Record fee is also non-refundable. In cases where payment has not yet been received by CIEE, the Participation Confirmation fee, in addition to any applicable School of Record fees, is due.

If written notification of withdrawal or deferral of a confirmed participant is received by CIEE less than 15 days prior to the advertised program arrival date for the first semester or block of accepted participation for the term, 75% of the program fees less the non-refundable School of Record fees as applicable, will be refunded. (In cases where payment has not yet been received by CIEE, 25% of the program fee, in addition to the School of Record fee, is due.) Requests for program deferral to a different semester are accepted only up to 15 days prior to the first advertised program arrival date for the semester.

For Academic Year and Calendar Year participants: If written notification of withdrawal for only the second semester of participation is received by CIEE prior to December 1 (for Academic Year program participants) or June 1 (for Calendar Year program participants), no financial penalties will be incurred for the second semester of study. Full year students who withdraw from the second term of study after these dates, but before the advertised arrival date for new students, will be responsible for 25% of the program fees for the second term. Withdrawal after the new student arrival date for the second term, full year participants are responsible for withdrawal fees for the second term as outlined below.

In the case of qualified program participation **deferral for a confirmed participant**, the non-refundable Participation Confirmation fee and any applicable School of Record fees must be paid for that term, but (at the discretion of CIEE) may be applied towards future participation on this or another CIEE Study Abroad program within the next 12 months. Students can elect to be billed for the Participation Confirmation fee during the application process of the selected term. A credit will then be applied to the student account once CIEE verifies that the Participation Confirmation fee and any applicable School of Record fees are paid in full for the deferred term. Students may not defer less than 15 days prior to the scheduled arrival date, nor may they defer the second semester of a full year program.

**Withdrawal on or after the advertised program arrival date for EACH semester (or block):** If written notification of withdrawal for a confirmed participant is received by CIEE on or after the advertised program arrival date for any given semester (or any block of accepted participation for the term), or if a confirmed participant does not notify CIEE in writing of plans to withdraw and does not show up on-site on the advertised arrival date, the following refund policy for partial attendance applies. The application fee, applicable School of Record fees, and the Participation Confirmation fee are non-refundable.

**For Semester programs, program withdrawal refund policies are as follows:**

- Withdrawal on or up to 21 days after the advertised program arrival date – 50% refund
- Withdrawal at any time after (and including) day 22 calculated from the advertised program arrival date – no refund

**For Block-based (Open Campus) program participations, program withdrawal refund policies are as follows:**

- Withdrawal on or up to 4 days after the advertised program arrival date of the first block in a term for which a participant has confirmed participation -- 50% refund.
- Withdrawal from day 4 through day 27 of the block – no refund.
- Withdrawal after day 27 until the end of the block -- no refund of the block will be granted, and an additional 25% withdrawal fee for any subsequent blocks confirmed for participation will also be due.

**January, May, and Summer Programs**

**For May, Summer, and January term participants, program withdrawal refund policies are as follows:**

Any advertised multi-site program is considered to be one, comprehensive program and shall not be treated as two separate sessions. The withdrawal fees described herein shall be calculated based on the
entire advertised program fee for the multi-site program, rather than divided into separate sessions for the application of withdrawal fee policies and calculations.

Withdrawal before the advertised program session arrival date: If written notification of withdrawal or deferral of a confirmed participant is received by CIEE on or more than 15 days prior to the advertised arrival date (please see Note 4 below) for the first program session of confirmed participation, all fees minus the application fee and the non-refundable Participation Confirmation fee will be refunded. If a student applied to study through a School of Record, and withdraws/defers after confirming his/her place in the program, the School of Record fee is also non-refundable. In cases where payment has not yet been received by CIEE, the Participation Confirmation fee, in addition to any applicable School of Record fees, is due.

If written notification of withdrawal of a confirmed participant is received by CIEE less than 15 days prior to the advertised arrival date for the first program session of accepted participation for the term, 75% of the program fees less the non-refundable School of Record fee will be refunded. In cases where payment has not yet been received by CIEE, 25% of the program fee, in addition to the School of Record fee, is due. Requests for program deferral to a different term are accepted only up to 15 days prior to the first advertised program arrival date.

In the case of qualified program participation deferral for a confirmed participant, if request is received on or more than 15 days from the advertised program arrival date, the non-refundable Participation Confirmation fee and any applicable School of Record fees must be paid for that term, but (at the discretion of CIEE) may be applied towards future participation on this or another CIEE Study Abroad program within the next 12 months. Students can elect to be billed for the Participation Confirmation fee during the application process of the selected term. A credit will then be applied to the student account once CIEE verifies that the Participation Confirmation fee and any applicable School of Record fees are paid in full for the deferred term. Students may not defer less than 15 days prior to the first scheduled arrival date for the session(s) of participation, nor may they defer a second or third session if participating on more than one session in that same summer.

Withdrawal on or after the advertised program arrival date: If written notification of withdrawal for a confirmed participant is received by CIEE on or after the advertised program arrival date for any given term, or if a confirmed participant does not notify CIEE in writing of plans to withdraw and does not show up on-site on the advertised arrival date for the first session of the student’s confirmed participation record, the following refund policy for partial attendance applies.

The application fee, Participation Confirmation payment, and applicable School of Record fees are non-refundable. Program fee refunds are calculated per the following:

- Withdrawal on or up to day 4 of the advertised program or first program session-- 50% refund
- Withdrawal from day 5 through day 10 of the advertised program or program session-- no refund
- Withdrawal after day 10 until the end of the program or program session-- no refund, and an additional 25% withdrawal fee for any subsequent sessions confirmed for participation will also be due.

In cases where payment has not yet been received by CIEE, payment of the Participation Confirmation fee, applicable School of Record fees, and any unpaid balance after the withdrawal policy is enforced will be due.

Program Cancellation
Please refer to the General Policies section for Program Cancellation terms and conditions.

Important Notes:

1. In the case of a refund, the refund is typically sent to the billed party except in some circumstances involving financial aid--if CIEE bills the institution, the refund is sent to the institution; if CIEE bills the participant, the refund is sent to the participant at the permanent address listed on the initial application,
unless the participant notifies CIEE otherwise. A refund of payment made by credit card will be processed as a credit back to that card account, when possible, rather than sent via refund check. Please note that refunds of less than $1 will not be processed. Similarly, CIEE will not bill participants with account balances less than $1. Refunds are processed within two months after the end of the term of study. Participants requiring refunds more quickly may contact CIEE to request expedited processing.

2. Cancellations, withdrawals, and deferrals are effective only upon the date written notification from the participant is received by CIEE. Students must also notify their home institution directly if they plan to cancel, withdraw, or defer. Questions regarding home institution policies should be directed to the home institution, not to CIEE. Home institution payment policies are separate from CIEE’s payment policies, and students will be held to both sets of policies.

3. The application fee, Participation Confirmation fee, and School of Record fees (when applicable) are non-refundable.

4. The “advertised program arrival date” is the CIEE posted arrival date, as listed on the CIEE website, which typically coincides with the first day of orientation for each term, block, or session. Withdrawal fee policies outlined for participants studying for an academic year, calendar year, or on two consecutive terms of any sort are held to the CIEE posted arrival date for each term or session, as listed on the CIEE website, in accordance with the Terms and Conditions listed above rather than the host university or CIEE class start dates. Students participating in Block or Session-based programs may not change programs for any accepted blocks or sessions after arriving at the first location of the confirmed study plan.

5. Participants who receive scholarship or grant from CIEE and subsequently cancel or withdraw from the program for which they were awarded must repay CIEE the scholarship or grant received. If the amount of the scholarship or grant is less than the amount of any refund due, the scholarship or grant amount is deducted from the refund. If the amount of the scholarship or grant is greater than any refund due, the participant must repay CIEE the difference.

6. Payment deferral, based on home school financial aid disbursements after the program starting date, cannot be granted past the following dates: October 15 for the fall semester; March 15 for the spring semester; and July 1 for summer programs.

7. CIEE withholds final grades when participants have outstanding financial obligations to CIEE or the program site. Participants who have earned failing grades for more than half of the total course work attempted will have their grades released to their home schools, regardless of any outstanding debt, and risk having their accounts sent to Collections for non-payment.

Contact CIEE:
All questions regarding participant financial accounts should be directed to the CIEE Billing Specialist, Student and Parent Services, at 1-800-40-STUDY.

CIEE reserves the right to modify or cancel any statement in the program descriptions and information as listed at www.ciee.org, or in the hard copy program catalogs, without prior notice and accepts no responsibility for the consequences of such changes.