



# REFUND POLICIES FOR IN-STATE TUITION

*Cultural Center for Language Studies*

CCLS' Policies & Procedures for Refunds of in-state tuition outline the requirements for and the process through which students can obtain a refund for cancellations or withdrawals.

## 1 General Requirements for Eligibility

### 1.1 Full Refund of Tuition

Refund of tuition will be granted under the following conditions:

1. If the program/course of study is cancelled by CCLS.
2. If the student never attends class (no-show) or cancels prior to the course's start date
3. If the student has paid for multiple courses, monies paid for courses not taken will be refunded. In any case, the student forfeits any and all discounts based on prepayment of multiple courses. Refunds will be recalculated according to the prevailing tuition fee. Used courses of discounted tuition will be charged at the published monthly rate when any refund is calculated. All other discounts will be voided.

### 1.2 Partial Refund of Tuition

1. If a student cancels prior to the beginning of the first course or never attends classes, CCLS will retain four weeks of tuition charges if the student has enrolled for fewer than 12 weeks.
2. If a continuing student withdraws or stops attending classes at or before the course's mid-point, CCLS will retain a prorated amount of tuition fees.

The prorated calculation will be made in weeks up to the last day of attendance. CCLS will consider a partial week the same as if a whole week were completed, provided that the student was present at least one day during the scheduled week.

### 1.3 Ineligibility for Refund

1. If a student withdraws or stops attending classes after the midpoint of any course, CCLS will retain all of the tuition for that course.

## 2 Refund of Material Fees

Materials are non-refundable unless CCLS cancels the course.

## 3 Method of Refund Payment

1. All refunds will be processed via Zelle, unless the student does not use the Zelle app. In that case, please see below.
2. Fees paid in cash will be refunded are refunded in cash if up to \$50 (fifty dollars).

3. Fees paid in cash (over \$50) or by check are refunded by a CCLS check.
4. Refunds of fees paid by check will be processed only after the bank has cleared the original payment.
5. CCLS prefers that the student or their assignee collects their refund checks, unless the student does not live in Miami at the time the refund is completed. CSAs will document check mailing date.
6. Payments made with a credit card will be refunded to the same credit card used for payment. If the student cannot produce the credit card on site for a refund, CCLS will issue a check.
7. Payments made via wire transfer will be refunded via check or wire transfer minus bank processing charges, unless CCLS has cancelled the course/program.
8. All refunds are made to the payer. Please make sure CCLS has in fact received the original payment before giving the payer any refund. Checks must have been cleared by the bank.
9. Students may request assistance from educational or travel agents to fill out forms and process payments to CCLS on their behalf. In such cases, students must be aware that, in case they are entitled to any refunds pursuant to the Refund Policy, students' monies collected by agents will be refunded by the agents, not by CCLS. CCLS will not be responsible for any engagements students enter with educational agents. CCLS will document to the student that the refund has been made to their agent.

#### **4 Refund Timeline**

If an applicant meets the eligibility requirements, all applicable refunds will be made within forty-five (45) calendar days of the documented date of determination. The date of determination is the earliest of the following: (a) the first scheduled day of class (no-show students); (b) the date of the course cancellation; (c) the date the student withdraws from/cancels his course; (d) the last day of attendance; (e) the date on which CCLS terminates the student for being absent for thirty (30) consecutive calendar days (excluding any scheduled school breaks) or due to the student's failure to adhere to the institution's attendance and conduct policies.

Students are responsible for securing CCLS has a secondary channel of payment if the first option is not viable.

CCLS retains its student records for three (3) years after the student's LDA-Last Date of Attendance (continuing students) or FSCD- First Scheduled Class Date (new students).