

2016 American Language Center Cancellation, Refund, and Transfer Policy

All cancellation, refund, and transfer requests must be submitted on an ALC "Cancellation, Refund, and Transfer Request Form" and are subject to approval by American Language Center (ALC) management. If payment was made by credit card, in most instances, a credit will appear on the same credit card used (allow 3-5 weeks for processing). If payment was made by check, cash, or bank wire transfer, a refund check will be issued (allow 6-8 weeks for processing). **There is a \$30 processing fee for each refund, and this fee is subject to change.**

A. Nonrefundable Application Fee

All application fees must be paid before submitting the application. The American Language Center's (ALC) program application and housing assistance fees are non-refundable.

B. Cancelling Programs Prior to Arrival in the U.S.

Students who cancel prior to arrival in the U.S. must submit a "Cancellation, Refund, and Transfer Request Form" prior to the start date of their program to receive a refund. The final refund deadline is the last Friday before the program start date.

Students who have been denied a student (F-1) visa must submit a "Cancellation, Refund, and Transfer Request Form" by Friday of the **first** week of the program. A visa denial letter in English is required if a refund is requested due to a visa denial and if the request is submitted after the program start date.

If we receive a request **after** the deadlines above, the student will not receive a refund.

Representative/Agency will be responsible for paying student's outstanding fees if the cancellation form is not submitted by the above deadline.

C. Deferring Programs Prior to Arrival in the U.S.

In order to defer programs, students must submit a "Cancellation, Refund, and Transfer Request Form" on or before the Friday of the first week of the program. A new application must be submitted with a new program start date; supplemental application materials may also be required. If all required documents are submitted, ALC can transfer the original payment to an available future program. A \$125 program transfer fee will be collected if a deferral request is received after the program start date.

D. Cancelling Programs after Arrival in the U.S.

No refund will be granted if students enter the U.S. with government documents indicating that they plan to study at UCLA Extension's American Language Center and if they do not enter a UCLA Extension program. Continuing students who wish to cancel subsequent programs must submit a completed "Cancellation, Refund, and Transfer Request Form" prior to the program start date. If we receive a request after the deadlines above, the student will not receive a refund.

No refunds will be approved after the Friday of the first week of the program. The student services fee is **not** eligible for a refund.

If a student's I-20 expires through no fault of UCLA Extension-ALC, a refund will **not** be issued.

If students arrive **after** the Friday of the **first** week of the program, they will not be able to attend and will not receive a refund.

E. Transferring from One ALC Program to Another ALC Program

All transfers between ALC programs within the same quarter must be requested using the "Cancellation, Refund, and Transfer Request Form" and approved by the Program Manager or Academic Advisor. Approval of a transfer will depend on enrollment availability. If approved, there will be a transfer fee of \$125. The transfer fee, program fee, and student services fee are due at the time of the new enrollment. A new ALC enrollment application must be completed, and payment for the new program must be submitted. No transfer requests will be approved after the **first** Friday of the program.

F. Transferring to Another School

If you plan to transfer to another school after attending ALC programs, please contact the UCLA Extension International Student Office: iso@uclaextension.edu. You will need to fill out a "Cancellation, Refund, and Deferral Request Form" and refer to section D above regarding the refund.

You can find the "Cancellation, Transfer, and Refund Request Form" on our website at uclaextension.edu/alc, or you can request a form by emailing alcenroll@uclaextension.edu or by calling (310) 825-9068.

2016 American Language Center Cancellation, Refund, and Transfer Request Form

Please print clearly

Student Name: _____
Family Name First Name Middle Initial

Date of Birth (Month/Day/Year): _____ Student ID Number: _____

If Applicable, Agency Name: _____

Address to Send Refund: _____

Email Address: _____

Phone Number: _____

Current Program: AIEP (Academic Intensive English Program)
 IECP (Intensive English Communication Program)
 ACC Course (American Culture and Communication Course—mornings only)

I Am Requesting a: Cancellation from the Following Program:
 AIEP start date: _____
 IECP start date: _____
 ACC Course start date: _____
 Transfer to the Following Program (a New Application Form is Required):
 AIEP start date: _____
 IECP start date: _____
 ACC Course start date: _____

Reason for Request:

I have read and agree to accept the ALC Cancellation, Refund, and Transfer policy (see page 7):

Student Signature: _____ Date (Month/Day/Year): _____

For administrative use only

Refund: F prog & ss 80% prog Other _____

Additional Fees: Transfer Fee Other _____

Approved by 1) _____ 2) _____

Denied _____ Date (Month/Day/Year): _____