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## MAJOR-SPECIFIC STUDY & INTERN ABROAD PROGRAMS

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### KEI POLICIES & PROCEDURES

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The policies outlined in this document are intended for students participating in KEI-sponsored semester, quarter, trimester, academic year, intersession and summer study and intern abroad programs. Students participating in a group arrangement program with a professor from their home institution are subject to different policies and should contact their professor for details. Students directly enrolled in a degree program at KEI's partner institution abroad are subject to the policies of the host institution. It is the students' responsibility to familiarize themselves with KEI policies, procedures and services, including the limitations of these services.

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## APPLICATION, ENROLLMENT & REGISTRATION POLICIES

### Application Requirements

KEI reviews applications on a rolling basis. Students are encouraged to apply early to reserve a place in the program and take advantage of the Early Enrollment discount. Applications are assessed as they are completed and programs are filled accordingly. It is the student's responsibility to make sure that the application is completed by the deadline date for the desired term of study. Completed applications take approximately 2 weeks to review. Applicants should read and understand the information published on the KEI website and KEI program literature, before submitting the application.

In general, a complete application consists of:

- completed application form
- academic transcripts
- telephone interview
- personal statement
- letter of reference
- \$80 USD application fee

Some programs and program options may require supplemental materials such as a resume, portfolio, writing sample, etc.

A self-guided Application Form and program brochures can be obtained by visiting the KEI website at <http://www.keiabroad.org>, emailing a KEI Program Manager at [info@keiabroad.org](mailto:info@keiabroad.org) or calling 1.800.831.5095 (USA and Canada) or 1.212.931.9953 (international).

### Application Deadlines

Students are encouraged to complete their application by the designated deadline for their program location and term of study. Application deadlines for all programs can be found at <http://www.keiabroad.org/apply/requirements.php>.

### Late Applications

There is no late application deadline. However, applications completed after the application deadline will be reviewed only if space is available in the program. Late applications must include a processing fee of \$150 US, in addition to the regular application fee of \$80 US. Applications will not be reviewed until the late application fee is received by KEI. Late applicants may also incur additional fees to cover any increases in cost of airfare, housing, excursions and other logistic services that may arise as a result of applying after the deadline. Applications completed after the *enrollment deadline* must also include the non-refundable \$850 enrollment confirmation deposit. Late applicants are encouraged to contact a KEI Program Manager prior to applying to determine if space is still available.

### Incomplete Applications

Incomplete applications (i.e. required information is missing, fees not paid, etc.) will be considered pending and held up to 30 days for completion. Pending applications cannot be held after the application deadline date. Applications that can no longer be held will expire and require a \$50 US Reactivation Fee. Reactivation is subject to availability and program pricing at the time of reactivation. Any terms or pricing connected with the original application may be forfeited. Students whose applications are incomplete and submitted with a security deposit are not eligible for any refunds.

### Enrollment Requirements

Applicants accepted to a KEI program will receive predeparture documents, including an Official Admissions Notice, Student Agreement, Health & Safety Guide, Summary of Atlas Insurance Policy or Summary of International Student ID Card/Insurance, Medical Review Forms, Supplemental Information Form, Transcript Request Form, and Program Invoice. Depending on the program and student's individual needs, applicants may also receive a Passport Guide, Residence Agreement, and Financial Aid Forms.

To enroll, students must submit the following to KEI by the enrollment deadline date for their program session.

1. Signed Student Agreement
2. Completed Course Approval Form
3. Completed Medical Forms and supporting medical documents
4. Completed Supplemental Information Form
5. Completed Transcript Request Form
6. Photocopy of passport (data page)
7. Signed Residence Agreement—only if required by the program
8. Enrollment Confirmation Deposit of \$850 US

### **Enrollment Deadlines**

The enrollment deadline depends on the date of admission to a KEI program. Students must submit their enrollment documents and confirmation deposit within 30 days of the admissions date or by the Final Enrollment Deadline, whichever comes first. The admissions date and enrollment deadline will be indicated on your KEI Admissions Notice.

### **Early Enrollment**

Applicants who apply and enroll before the application deadline and make all program payments on time will have the \$80 US application fee waived. To be eligible:

- Complete the application and enrollment process, including payment of the \$850 security deposit, prior to the application deadline for your program.
- Submit all program payments by the appropriate deadlines.
- Submit the \$80 application fee with your application. If all the application and enrollment requirements and deadlines are met, the \$80 will be applied towards the program price.
- If applying close to the application deadline, submit the \$850 security deposit and enrollment documents with the application. Enrollment documents can be obtained by contacting a KEI advisor.

KEI reserves the right to cancel this promotion at any time. The Early Enrollment promotion may be combined with the Refer-A-Friend, Travel Free and Group Discount promotions as well as KEI grants and payment plans.

### **Registration Requirements**

After enrolling in the program, KEI will send students additional pre-departure materials, which may include a Travel Update, Visa Information, Insurance Confirmation, Academic Materials and an updated Program Invoice. To complete the program registration process students must submit final payment, or make other payment arrangements, by the registration deadline date.

### **Registration Deadlines**

Program registration deadlines depend on the date of acceptance to a KEI program. Students must submit final payment, or make other payment arrangements, within 60 days of the admissions date or by Final Registration Deadline listed below, whichever comes first. The admissions date and registration deadline will be indicated on the Admissions Notice.

### **Minors**

Students under the age of 18 at the time of the program start date are required to submit the Waiver for Minors form in addition to their enrollment documents. The Waiver for Minors form must be signed by the applicant's legal guardian (usually a parent). Applicants who do not submit this form will not be allowed to participate on the KEI program.

## **PAYMENT POLICIES**

### **Program Payments**

Students must submit the following payments:

- Non-refundable application fee and, if applying after the application deadline, a non-refundable late processing fee
- Security deposit
- Program Price

### **Payment Method**

Payment can be made by check, money order, wire transfer and credit card (starting fall 2011). Checks and money orders must be made payable to Knowledge Exchange Institute and mailed to the address below. To make bank wire payment arrangements please contact a KEI advisor. Credit card payments will be charged a 3% processing fee by the credit merchant.

Mail should be sent to the following address:

**Knowledge Exchange Institute  
63 Sickeltown Road  
West Nyack, New York 10994  
USA**

### **Application Fee**

An \$80 US non-refundable application fee must accompany the KEI Application. Applications will not be processed until the application fee is received by KEI. The application fee will be applied to the program price if the student meets all the Early Enrollment requirements. Incomplete applications will be suspended after 30 days of inactivity. A \$50 US Application Reactivation Fee will be charged to reactivate the application.

### **Late Application Fee**

Applications completed after the application deadline are subject to a late processing fee of \$150 US in addition to the regular application fee of \$80 US. Late applications will not be reviewed until both the application fee (\$80) and late application fee (\$150) are received by KEI. Applications submitted after the enrollment deadline must also be accompanied by the \$850 security deposit. Late applicants may encounter additional fees to cover any increases in cost of housing, excursions and other logistic services that may arise as a result of applying after the deadline.

### **Security Deposit**

An \$850 US security deposit must be received by KEI not later than the enrollment deadline. The deposit confirms space in the program, reserves housing, guards against damages to the housing and to the mobile phones and, as needed, allows KEI to begin the internship search process. The security deposit is refundable under conditions outlined in the Refund Policy.

### **Program Price**

For the purposes of this document, Program Price shall refer to the total cost of the program, including the Program Fee, Customized Options, Promotional Discounts, Deductions for KEI Services, Late Payment Fees and Charges, Change of Status Fees, Application Fee, Late Application Processing Fee and Application Reactivation Fee. The Security Deposit is not considered part of the Program Price and shall be treated as a separate fee. The Program Price is variable, and may change at any time depending on individual circumstances (i.e. late payments, early enrollment, etc.).

Students must submit full payment of the Program Price by the registration deadline. Students using financial aid and payment plans may defer partial payment of the Program Price under the conditions outlined in the Deferment of Payment and KEI Payment Plans sections of this document.

### **Program Fee**

KEI's Comprehensive Fees are published on the KEI website and in the KEI Programs Catalogue. The *Comprehensive Fee* includes the following items and services.

- Academic program price and fees at host school
- Internship placement and supervision
- Access to campus facilities
- One official and one unofficial transcript
- Housing for the duration of the program
- Planned cultural excursions and activities
- Pre-departure and on-site support
- On-site orientation
- Airport welcome and transfer to housing or host institution
- Assistance with travel plans
- Medical and travel insurance (not included for New York City Internship)
- Use of mobile telephone (not included for New York City Internship)

KEI offers a **Comprehensive PLUS Fee** option, which also includes the cost of airfare and meals. Students who attend universities that use a direct billing model and whose university tuition is higher than the cost of the KEI program may benefit from this option. Comprehensive PLUS Fees are not published in KEI literature since they are customized to individual needs. Contact a KEI advisor for a Comprehensive PLUS Fee quote.

*Students need to budget additional funds for items not included in the program fee, including meals, phone calls, local transportation, airport tax (if applicable), school supplies and personal expenses. An estimate of these expenses is provided in the pre-departure guide.*

### **Promotional Pricing**

KEI reserves the right to offer promotional or exclusive program pricing and/or discounts for a limited time. Only those applicants who: 1) submit the required application materials; and 2) meet the stated requirements of the promotion during the specified promotional timeframe will be entitled to the promotion or discount. Applicants who complete an application prior to or after the timeframe of the promotion, will not be granted any price adjustment or refund. Students participating in group, faculty-led or custom arrangements are not eligible for additional discounts of any kind.

### **Customized Options**

Depending on student preferences the final program price may also include costs associated with early program arrival, late program departure, extended internship and/or other costs resulting from customized options for the program. Payment of costs associated with any and all customized options must be received by KEI not later than the registration deadline for the first term of study unless other arrangements have been approved by KEI in writing.

### **Deductions for KEI Services**

Students who decide not to participate in KEI-arranged housing and excursions may request a deduction for these services/items. Requests must be indicated on the Supplemental Information Form and received by KEI before the enrollment deadline for the first term of study. The amount of each deduction depends on the program and term of study. All deductions will be applied towards the program price. Students participating in multiple term programs will have the deductions applied towards the last session of study.

KEI reserves the right to deny any and all requested deductions. KEI will not grant partial refunds for housing and excursions before or during the program.

### **Multiple Term and Multiple Location Programs**

*Multiple term programs* consist of two or more consecutive sessions at the same host institution.

*Academic year programs* are multiple term programs that include fall semester and spring semester. At some host institutions, where the quarter system is implemented, academic year programs span consecutive fall, winter and spring quarters. *Multiple location programs* apply to any combination of programs that include study at two or more host institutions during consecutive sessions.

KEI provides discounts for most multiple term and multiple location programs. The discount is applied to the last term of study. The amount of the discount depends on the program location(s), terms of study and student preferences.

Students applying for multiple term programs, academic year programs and multiple location programs must adhere to the payment procedures and policies specified in this section (in addition to the general payment procedures outlined in this document).

- If applied for at the same time, students need to submit only one Application Form, \$80 application fee and one set of supporting application materials. All the desired program locations and/or terms of study must be indicated on the application form.
- An \$850 US security deposit must be submitted for each term of study (including the fall and spring semesters of academic year programs) by the enrollment deadline for the first term.
- The program price for the first term, plus 10% of the program price for each consecutive term (prior to the calculation of any and all deductions) must be received by KEI not later than the registration deadline for the first term. The program price for each consecutive term must be received by KEI not later than the final registration deadline for that term.
- Students who plan to use financial aid, scholarships and/or payment plans to pay a portion of the program price must make separate payment arrangements with KEI for each term of study. All outstanding balances for the first term must be paid in full not later than the registration deadline for the second term of study. All outstanding balances for the second term must be paid in full not later than the registration deadline for the third term of study. This policy continues for all subsequent terms.
- It is the student's responsibility to ensure that all payments are received by KEI on time. Late payments will be assessed a \$300 fee.

### **Change of Status**

Change of status refers to any modifications made to the program location(s) and/or term(s) of study as specified on the student's Application Form. Accepted students who want to change the status of their program must submit a request in writing (letter or fax with signature) to the KEI New York office by the enrollment deadline. Requests received after the enrollment deadline are subject to a \$300 US fee. The On-Site Coordinator must also be notified if the student is already abroad. KEI staff will work with the host institution(s) to facilitate approved changes, and notify the student's home university and guardian(s), if applicable. KEI reserves the right to deny any and all change of status requests.

### **Deferment of Payment**

Students using financial aid may defer payment of the program price until after the registration deadline without incurring late payment fees. Payment may be deferred subject to the following rules and regulations:

1. The student must meet the following requirements:
  - a. The student must be eligible to receive financial aid. Rules of eligibility are determined by federal, state, local and institutional authorities.
  - b. The student's home university or lending institution must approve the transfer of aid to the KEI study abroad program.
  - c. The disbursement date of the financial aid award must be scheduled after the program registration date.
2. Students must submit the following documents not later than the registration deadline:
  - a. Financial Aid Disbursement Form - to be completed by the student's Financial Aid office
  - b. KEI Deferment Agreement - to be completed by the student and cosigner.
  - c. Financial Information Form - to be completed by the student and cosigner. The cosigner must be the student's parent, legal guardian or credible individual.
3. The \$80 application fee and all fees associate with late applications cannot be deferred.
4. The \$850 US security deposit for each term of study cannot be deferred.
5. Costs associated with customized options cannot be deferred unless otherwise approved by KEI.
6. Any amount of the program price not covered by financial aid is the responsibility of the student and must be paid by the registration deadline.
7. If the financial aid award is disbursed to the student, it is the student's responsibility to ensure that payment is received by KEI within 14 days of the disbursement date noted in the Financial Aid Disbursement Form. Students who will be out of the country on the date of disbursement are advised to make arrangements (such as assigning Power of Attorney) for transferring financial aid funds to KEI. These arrangements should be made prior to the student's departure date for the program.
8. Late payments are subject to additional fees and charges, as described in the Late Payments Fees & Charges section of this document and in the KEI Deferment Agreement.
9. If the financial aid award is disbursed directly to KEI and the amount of the award exceeds the amount owed by the student, KEI will send a check for the difference within 30 days of receiving the funds. Checks will be mailed to the student's permanent address, as indicated on the Application Form.
10. KEI reserves the right to deny students deferment of payment.

### **Program Budgets for Financial Aid Recipients**

KEI provides a Program Budget for Financial Aid Recipients, which is intended for use by the Financial Aid office at the student's home university, for the purposes of calculating eligibility for financial aid. This document is not intended for calculating actual program costs and, therefore, should not be used as a basis for calculation of refunds. KEI does not provide an itemized breakdown of program costs.

### **KEI Payment Plan**

KEI Payment Plans allow students to pay a portion of program price in monthly installments without incurring late fees or interest. Students must complete the KEI Payment Plan Agreement and the Financial Information Form. To be considered, both documents must be signed by the student and a cosigner (parent/legal guardian or credible individual), and returned to KEI not later than the registration deadline.

The maximum allowed amount for the payment plan is \$2,000 US per term of study. In general, payment is divided into five monthly installments of \$400 US, which must be received by KEI not later than the installment due date. Late payments are subject to additional fees and charges, as described in the Late Payments Fees & Charges section of this document and in the Payment Plan Agreement.

### **Late Payment Fees & Charges**

It is the student's responsibility to ensure that all payments are received by KEI on or before the stated deadlines. Students who have not paid in full or have not made alternate payment arrangements by the registration deadline will be subject to a \$300 US late fee. Late fees will be added to the program price.

Students who have not paid in full or made alternate payment arrangements 30 days prior to the program start date may be prohibited from participating. Students maintaining an outstanding balance during the program, including failure to make timely payments according to the Deferment Agreement and/or KEI Payment Agreement may be dismissed from the program. The student will also forfeit the security deposit, any and all KEI grants, scholarships and promotional discounts, and will incur additional late fees of \$10 US dollars (or the maximum amount allowed by law) for each day that the payment is not received following the payment deadline. In addition, transcripts will not be released until the outstanding balance is paid in full.

KEI reserves the right to transfer any outstanding balance to an attorney or collection agency authorized for collection by KEI. Such action may affect the credit rating of the student and cosigner and may result in additional of administrative, collection and legal fees to the program price.

## **REFUND POLICY**

The KEI refund policy is based on the premise that students have thoroughly researched their options and given careful consideration to choosing a program abroad prior to applying, enrolling and registering in a particular program(s). Furthermore, KEI expects students to read and understand KEI services, policies and procedures before enrolling in a program. KEI makes financial commitments on behalf of the students starting with the date of acceptance. Under no circumstance will KEI refund portions of the program price that have been used to pay program expenses on behalf of the student. All refunds are under the sole discretion of KEI.

### **Security Deposit**

Students are entitled to a full refund of the \$850 security deposit, provided they meet the following requirements:

- Caused no damage to the housing
- Returned housing keys and property belonging to the housing
- Returned all library books or other materials provided by host campus
- Incurred no excessive utility bills
- Returned mobile phone in good working condition to the KEI On-Site Coordinator
- Completed the KEI program evaluation *within 60 days of program end date*
- Paid the Program Price in full and paid all fees to KEI by the deadline dates for each payment.

Refund amounts are at the discretion of KEI. Refunds are disbursed after the on-site staff verifies that all damages, excessive utility bills and extra charges have been settled. Depending on location, verification of costs can take up to 3 months. Refunds will be mailed to the student's permanent address, as indicated on the Application Form, unless a different address is specified in writing by the student. Students using a KEI Payment Plan to pay a portion of the KEI program price will have the refund amount deducted from the last scheduled payment(s), if applicable. Students who do not pay their program price or payment plan

installments by the required deadline dates forfeit the deposit and remain liable for any remaining balance owed.

### **Cancellation, Withdrawal & Dismissal**

The refund policy described in this section applies to cancellation, withdrawal and dismissal from the KEI program, including single term, multiple terms, academic year and multiple location options. *Cancellation* is a decision by the student to remove him/herself from the program for any reason prior to the program start date. *Withdrawal* is a decision by the student to remove him/herself from the program for any reason once the program has started. *Dismissal* is a decision by KEI to remove the student from the program at any time due to behavioral or academic misconduct, or late payments.

1. Cancellations and withdrawals are effective the same day KEI receives the request in writing. Requests must be sent to KEI by mail or fax and contain the student's signature. Telephone and email requests will not be accepted. Dismissals are effective the day KEI issues written notice to the student.
2. Students enrolled in multiple location and/or multiple term sessions must submit a separate notification of cancellation and/or withdrawal for each session. For the purposes of the Refund Policy, individual sessions making up a multiple term and/or location program are treated as separate single term programs.
3. The \$80 Application Fee and \$150 Late Application Fee are not refundable.
4. The \$850 security deposit for each program session is not refundable.
5. If a student is dismissed from the program for academic or behavioral reasons no refund will be granted for the balance of the program price and damage deposit. All KEI grants, scholarships and promotional discounts will be withdrawn, and the program price will be adjusted accordingly.
6. If KEI receives written notification of cancellation 45 or more days prior to the session start date, students will receive the following: (1) 50% of the program price for that session less application fees and deposit; (2) pro-rated refund for any portion of fees associated with customized options.
7. If KEI receives written notification of cancellation or withdrawal less than 45 days prior to the session start date, no refunds will be granted for the program price and damage deposits. KEI may consider a partial refund for the program price if the student can demonstrate, with proof, death in the immediate family or medical reasons for the cancellation or withdrawal. The amount of the refund, if any, will be decided solely by KEI.
8. Students who have not paid the program price in full at the time of cancellation, withdrawal or dismissal are responsible for making full payment to KEI within 30 days of notification.
9. Any and all refunds are under the complete discretion of KEI.

### **Program Deferment**

Students may defer enrollment and registration for up to three terms following the original term of study, as indicated in the student's Application Form, under the following conditions.

1. KEI receives written notification from the student indicating the new term of study. Requests must be submitted by fax or mail, and contain the student's signature. Telephone and email requests will not be accepted.

2. Written notification must be received by KEI not later than the Registration Deadline for the original term of study, as indicated on the student's Admissions Notice. Requests submitted after the Registration Deadline will not be considered.

Students who meet the above conditions will have their application fee, deposit and other fees already paid to KEI transferred to the new term of study. No refunds will be issued to the student under any circumstances. Students are permitted to defer their enrollment one time without incurring additional charges. Each subsequent request for deferment will be assessed a \$300 change of status fee.

### **Program Suspension**

KEI reserves the right to suspend any program due to low enrollment or safety concerns. If KEI suspends the program due to low enrollment, students will have the option of: (1) deferring enrollment to a different term; (2) enrolling in a different program location; or (3) receiving a full refund less the application fee. If the U.S. Department of State issues a Travel Warning advising U.S. citizens not to travel to the host country, or if U.S. citizens are in the host country and are asked to leave, KEI will: (1) suspend the program if it has not already started and refund the full program price less the application fees and security deposit. Students will be allowed to enroll in any other KEI-sponsored program; or, (2) suspend the program and arrange travel to the student's home country if the program is already in operation. In this case students receive a *pro rata* refund for any portion of the program price that has not already been used during the operation of the program. In such cases, KEI will work with the host institution, the home institutions, and the students to assist with credit completion whenever possible.

### **Program Changes**

KEI reserves the right to make program changes before and during the course of the program. While we make all efforts to run the program as described in our literature, it may become necessary to make modifications to arrival and departure dates, housing, academics, on-site visits and other KEI services. In such cases, no refund or reduction in fees will be granted as long as KEI makes alternate arrangements similar to the original and students can complete the program. Determinations of similarity are under the sole discretion of KEI.

## **STUDENT CONDUCT & RESPONSIBILITIES**

### **Health & Safety**

The primary focus of KEI conduct policy is the health and safety of students while abroad. Above all, KEI students are expected to behave in a responsible manner and to exercise caution and common sense at all times to avoid injuries and harm to themselves and other participants in the program. Furthermore, students are expected to obey the rules and laws of the host institution and host country, and be aware of differences in culture and norms of behavior. KEI participants are often seen as "student ambassadors" by their host institution and community, and should conduct themselves accordingly.

The information and advice provided by KEI Program Managers and KEI publications should serve as a guide in preparing students for their program abroad. However, KEI literature and staff should not be the only source of information. It is the student's responsibility to seek other sources of information, and to research and understand issues related to their host location, including safety, health, political, cultural and religious conditions.

While KEI provides on-site support and guidance, it is not possible to monitor student behavior at all times. Therefore, it is the student's responsibility to behave in a sensible and cautious manner during the term of study. Each KEI student must be an informed, aware and cautious participant when making everyday choices and decisions. Actions that jeopardize safety of the student and/or safety of other students will not be tolerated and will be addressed immediately. Reckless behavior may result in probation and dismissal from the program, according to the terms outlined below.

## **Medical & Travel Insurance**

Medical and travel insurance is mandatory for all KEI participants. KEI will arrange medical and travel insurance for the duration of the program. It is the student's responsibility to familiarize him/herself with the medical and travel insurance policy arranged by KEI, including the limitations of this policy. Students who want to purchase additional coverage should do so prior to departure for the program.

Students who do not want to participate in the insurance policy organized by KEI must inform KEI in writing (fax or mail) before the enrollment deadline and send proof of alternate medical and travel insurance during their program abroad.

KEI is not responsible for obtaining medical care for students, nor is KEI responsible for dealing with insurance claims after medical service has been provided. Students are expected to prepare for their trip and make necessary arrangements for medical care, services and treatment.

## **Drugs & Alcohol**

Alcohol and drug consumption is subject to the laws of the host country. Students are required to accept responsibility for their own actions. If a student violates the laws of the host country, KEI cannot and will not intercede on the student's behalf. In most cases the US Consulate will also refrain from helping students that violate laws on illegal drug use and possession. In addition, KEI may place students on probation or dismiss students from the program for excessive consumption of alcohol and use or possession of illegal drugs, as determined by KEI staff.

## **Attendance**

Students are expected to attend classes and participate in planned group meetings with the KEI On-Site Coordinator. In general, excessive unexcused absences, as determined by KEI staff and the host institution, may result in failing grades and/or dismissal from the program. Each host institution establishes attendance policies, and it is the students' responsibility to become familiar and adhere to the attendance policy of the host institution.

## **Grade Disputes**

All grade disputes are the sole responsibility of the student. KEI will assist students in contacting the host institution and faculty, but has no authority to change grades without written consent of the host institution. All grade disputes must be resolved before transcript documentation is issued by the host institution to avoid additional mail and transcript charges.

## **Housing**

Students must conform to the housing rules and regulations. Failure to abide by the housing rules and/or inappropriate conduct may result in disciplinary action on the part of the host institution, family, landlord and/or KEI. Students asked to leave the assigned housing by their host due to misconduct, but allowed to remain in the program at the discretion of KEI, will have to vacate the assigned housing and find other housing for the duration of the program. In such an event, the security deposit will not be refunded and the student will be responsible for any additional costs incurred by KEI as a result of the housing change.

## **Utility Usage**

KEI will cover all reasonable utility expenses during the program so that students do not have to deal with local utility companies. Reasonable expenses are based on the average utility usage of a local resident, rather than what American students may be accustomed to. However, students who incur utility charges above and beyond what is deemed reasonable by KEI will be responsible for paying the excess charges. These costs will be deducted from the student's security deposit. If the deposit does not cover all charges, the student will be billed accordingly. KEI reserves the right to hold the security deposit until all utility bills have been reviewed and settled.

## **Meals**

Meals are not included in most KEI programs to allow for flexibility in dining habits. KEI programs that are located in more remote regions and that have intensive travel components provide a partial meal plan. Meal plans typically include 3 meals per day; breakfast, lunch and dinner. Students who select the home-stay option (available with some KEI programs) are also provided with at least one meal per day, although most host families provide two meals per day. Refunds are not available for students who do not want to participate in the meal plan.

Students with special diets should inform KEI in writing before the enrollment process. KEI will use this information to provide advice on local cuisine, restaurants and shops so that students can better prepare for their trip. KEI is not responsible for providing specialty foods. Students with special diets are expected to make necessary arrangements on their own.

## **PROBATION & DISMISSAL**

Students are expected to comply with regulations, policies, procedures and laws established by the Knowledge Exchange Institute, the host institution and the host country. Failure to comply with these policies may result in a warning, probation and/or dismissal of the student from the program. Reckless behavior, especially any actions that jeopardize the safety and health of the student and/or other students, and any actions that jeopardize relations with the host institution and community, may also lead to a warning, probation and/or dismissal from the program. The final decision to take disciplinary action is entirely under the discretion of KEI, its staff, the host institution and the authorities of the host country.

### **Warning**

In most cases requiring disciplinary action, students will be given a verbal and written warning and asked to sign an “agreement of understanding.” Repeated offenses may result in more severe disciplinary action such as probation or dismissal from the program. KEI may also choose to notify the student’s home university, emergency contact (as specified on the Application Form), and person or organization paying the program price (if other than the student). In some cases, especially in situations where the safety or health of others is grossly jeopardized, the student may be placed on probation or dismissed from the program without warning.

### **Probation**

Students placed on probation will have limited privileges. The length of the probation period and the restrictions placed on the student depend on the severity of the situation and will be determined by KEI with the assistance of on-site staff and host institution, if applicable. The student’s home university, emergency contact (as specified on the Application Form) and person or organization paying the program price (if other than the student) may be notified of the probation.

### **Dismissal**

Program dismissal is the most severe form of disciplinary action. The student will be removed from the program, withdrawn from all courses at the host institution, and forfeit all rights pertaining to KEI participants. Students will be given 10 days to make arrangements to return home. Arranging transportation home (and paying for any additional fees incurred) is the sole responsibility of the student. Housing and housing privileges will be revoked after the 10-day period. The student’s home institution, emergency contact (as specified on the Application Form) and person or organization paying the program price (if other than the student) will be notified of the dismissal. Refunds are not granted to any student who is dismissed for academic or behavioral reasons from a KEI program. Academic credit will also be forfeited.

## **TRAVEL DOCUMENTS & ARRANGEMENTS**

### **Passport & Visa**

Students need a passport to participate in a program abroad. The expiration date indicated on the passport must be valid for at least 6 months after the program end date. Students who do not have a current passport must apply for one as soon as possible. In general, it takes 6 to 8 weeks to process requests for new passports, and 2 to 4 weeks to process requests for passport renewal. Students must mail, fax or email a photocopy of their passport (pages containing the photograph and personal information) to KEI before the enrollment deadline.

In addition to a passport, a visa is required to enter most countries. KEI will provide instructions on obtaining an entry visa for US citizens. Non-US citizens must contact the Consulate of the host country near their place of residence to determine if special documents are required. Students are responsible for educating themselves on any specific visa requirements for their selected destination.

It is the student's responsibility to obtain the passport and entry visa. KEI cannot and will not intercede for those who choose not to obtain the appropriate documentation. Failure to obtain appropriate passport and visas is not grounds for refunds.

### **Travel Arrangements**

KEI will advise students about the scheduled airport, arrival date and timeframe for their program. Students must inform KEI of their travel arrangements, including arrival and departure itinerary no later than two weeks before the start of the program. Except for students under the "Comprehensive PLUS Fee" schedule, KEI does not make travel arrangements for students.

### **Airport Welcome**

A KEI representative will greet students on arrival and arrange transportation to the housing or university under the following conditions:

- Students must arrive at the designated airport.
- Students must arrive on the specified program arrival date and within the specified time frame.
- Students must inform KEI in writing of their travel itinerary at least 2 weeks prior to the scheduled arrival date.
- Students who choose not to live in KEI housing will be provided transportation to the host institution or city center, and must make their own transportation arrangements to their housing.

There are no exceptions to the above stated requirements. KEI is not responsible for high airfares or difficulty in finding a flight because of the specified arrival date.

Students whose scheduled flight has been delayed must contact the KEI On-Site Coordinator (the mobile number will be provided to you before your departure). KEI will make every effort to greet delayed students, but sometimes this is not possible. For this reason, students should have sufficient funds in the local currency to cover transportation expenses (such as a taxi) from the airport to the housing or the host university campus. KEI is not responsible for these expenses due to the unpredictable nature of international air travel.

Students who do not meet the requirements for airport welcome must arrange their own transportation from the airport to the assigned housing. Students must coordinate their arrival with KEI to gain access to the housing. Students will have access to housing during regular working hours. Students arriving on the weekend or after working-hours are responsible for securing and paying for their own accommodation until KEI housing is available. Students can not move into KEI housing prior to the scheduled arrival date, unless alternate arrangements have been made with KEI.

**Return Transportation**

Transportation at the conclusion of the program is not included in the KEI program price. Students are responsible for their own transportation to their departure airport.

**DISCLAIMER**

The terms “study abroad,” “intern abroad” and “program abroad” used in this document apply to all KEI-sponsored programs, including the NYC internship program, unless otherwise stated in this guide. All procedures, policies and forms are subject to change without notice. Students should consult the KEI website for the most updated information. Only the most current policies and procedures will be adhered to regardless of the student’s application date or selected term of study. In addition, course content, electives, housing options and planned excursions are subject to change at any time. It is the responsibility of each student to contact the KEI New York office or visit the KEI website at [www.keiabroad.org](http://www.keiabroad.org) for the most current information.