



INTERNATIONAL STUDENT AFFAIR AND TRAVEL SERVICES (ISATS)

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4 Lismore Ave Suite 19

Kingston 5

Kingston , Jamaica

www.isatsjamaica.com

info@isatsjamaica.com + 1876-960-0833

International Student Affairs and Travel Services (ISATS) Terms and Agreement | Refund Policy

GENERAL

The General Terms and Conditions set out by The International Student Affairs and Travel Services, referred to as ISATS JAMAICA, are intended to define the contractual obligations established between the Client/Participants and ISATS JAMAICA as well as the conditions of its (ISATS JAMAICA) services.

The terms and conditions are to be consulted on the website: www.isatsjamaica.com or it may be requested by sending an email to **info@isatsjamaica.com**.

Please read these Terms & Conditions carefully. All offers and / or reservations are subject to these Terms & Conditions.

All ISATS JAMAICA Clients are obliged to act in accordance with the rules and regulations established by this legal agreement.

The Partner refers to any company, organization, natural or the legal person employed or used by the International Student Affairs and Travel Services for its services (example: Accommodation Company, Partner Internship Company, approved Government Cultural Exchange service providers and any other service providers we may collaborate with in order to provide services to you our client).

The following Terms and Conditions will apply exclusively to the current and future business relationships between the International Student Affairs and Travel Services (ISATS) and you.

YOUR FULL NAME (Applicant)



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REGISTRATION

-ALL applications received on the company's registration portal gets immediate processing and are subjected to this agreement.

- Registration fees is **USD\$17 ONLINE** or **JMD\$2,500** at the Bank.

- The Applicant agrees that all the information provided in the application is true to the best of his or her knowledge, and acknowledges that any false or misleading information may lead to the rejection of the application or, if discovered later, to immediate dismissal from the program.

-Incomplete applications or documents will **NOT** be processed. The longer the applicant takes to correct or submit documents, the longer the vetting process will take.

-The participant must provide his/her CV in a non-editable format (PDF) in **English**.

-The participant level of English must be at least intermediate to participate in our programme.

-The participant agrees to provide all the necessary information and communicate any information that allows for a smooth recruitment process.

-A copy of a valid passport, visa, work permit, resident permit and other documents may be required.

- The applicant acknowledges that some of our services may require a mandatory Orientation

-The Applicant agrees that the longer he/she takes to submit documents required, the longer the application will take to processed.

The International Student Affairs and Travel Services reserves the right to refuse applications if:

-The Participant fails to provide the requested information within an acceptable time period.

-The Participant has a criminal conviction for a serious offence or for one which is incompatible with the Intern/participant chosen destination.

-Anything that makes the Intern/participant unsuitable for the chosen destination or placement

- ISATS JAMAICA reserve all rights to reject the application of any person deemed unsuitable for the Internship Program and this at its own discretion.



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JOB PLACEMENT

- Job placements are based on the applicant's attitude, suitability, successful job interview (if required) and availability. Therefore, your choice of program or job is not guaranteed.
- Job placements may take **1 – 4 months** depending on the country, location or career field.
- You will be paid in accordance with the specific country's employment laws i.e. minimum wage, hours and overtime.
- By signing this document, you agree that you are joining a cultural exchange/professional programme and **NOT** a program to earn a profit.
- By signing this document, you agree that the intention of this programme is **NOT** to live with a relative or friend permanently.

NON-REFUNDABLE FEES

- Applicants agree that once monies are paid to our partners, or other government institutions a **full** refund CANNOT be processed- These partners or Institutions include the Cultural Exchange Organizations, embassy consulates, international sponsors, Job placement Agents.
- If a sum of money paid/ transferred to our partners and should there be a request for refund; that applicant is subjected to that specific partner refund policy and not only that of the International Student Affair and Travel Services (I-SATS).

-LATE CHARGES will NOT be refunded.

- Registration fees, Pre-screening fees, SEVIS FEE , Administrative Fees, Consulate/Embassy Fees are NON- refundable

- In no case will a refund be issued to participants who have received their visa **and** entered the United States/ Programme destination.



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REFUNDABLE FEES FOR PAYMENT PLAN

- If an applicant requests a refund of all payments made on their **approved installment/payment plan**, they are entitled to a full 100% refund of all monies **less** registration fee , prescreening fee and Bank charges **provided that the sponsor(s)/partner has not received any documents/ payment.**

- Once payments have been made to the sponsor the applicant is subjected the refund policy of the partner, in addition to this Terms and Agreement by ISATS Jamaica

-Please note that under this section processing of refund may take up to **12- 28weeks.**

If there is a delay in reimbursement from the International Student Affair and Travel Services (I - SATS) OR the international partner, the applicant will be notified immediately. Account details must be provided once a refund is requested.

VISA Denial/Refund Procedure

- In the unfortunate event of a visa denial, you the applicant must notify the International Student Affairs (ISATS) within 72 hours.

-You will be refunded a portion of your programme fee ; both from the International Student Affairs and travel Services of no less than **75% (within 12 - 28 weeks)** of the **placement fee** ; plus an amount from our international partners which will be stipulated in their refund policy which will then sum your total refund amount.

-A Formal Request must be submitted by means stipulated by ISATS Jamaica for a refund to begin processing.

- If a consulate refuses an applicant's visa, The International Student Affairs and travel Services will not be responsible should the applicant not perform at his/her best in the visa interview.

- If your visa application has denied or you are removed from the programme for any given reason; the **DS2019/DS 2007** OR any other work/sponsorship document from the host country/Partner **MUST** be returned to the International Student Affair and Travel Services (I-SATS) within 72 Hours at our office location **BEFORE** any refund is processed



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INTERNATIONAL PARTNERS REFUND POLICIES

The International Student Affairs and Travel Services (ISATS) cannot issue a policy and will not be responsible for refund payments transferred by our international partners/sponsors. Therefore, another document will be provided outlining the partners refund policy which you will be required to sign upon acceptance to a programme.

OTHER FEES

- The applicant signing this document understands that there may be additional fees that are not reflected in the initial program fee. These fees may be as a result of the applicant's situation OR a requirement by the Sponsor/ Partner.
- the International Student Affairs and Travel Services (I-SATS) reserves the right to change prices without notice. However, the services are charged on the basis of the rates in effect at the date of the Client's registration.
- Clients with outstanding balance of 50% of their program fee will become due within three days of a placement confirmation
- ALL prices are quoted in United States Dollars (USD) and include all taxes. Prices do not include airfares, visa costs, excess baggage, airport taxes, food, public transport, taxi transfers or the monthly rent for the accommodation.

Foreign Currency Payment:

- Payments made in USD or any other foreign currencies are subject to bank charges of **2%** of the total payment/deposit amount.

Refunds will be only be disburse to a local Jamaican Dollar Account. Even if payments are made in United States Dollars, At this time ISATS Jamaica can only disburse refunds in Jamaican Dollars.

PAYMENT PROCEDURE

- Cash payments are not allowed in office.



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- Credit/Debit Card payments are accepted in office.
- Payments must be paid **directly** to I-SATS Jamaica account, and we (ISATS JAMAICA) will not be responsible for payment made to the incorrect account via bank transfer or direct deposit.

For your reference :

BANKING INFORMATION :

NATIONAL COMMERCIAL BANK (NCB)

ACCOUNT NAME : INTERNATIONAL STUDENT AFFAIRS AND TRAVEL SERVICES (I-SATS)

JAMAICAN CURRENCY DEPOSIT : ACCOUNT NUMBER: 404-381-393

UNITED STATES DOLLAR DEPOSIT : ACCOUNT NUMBER: 404-381-407

- If Applicant's fees are paid by someone else , please notify us immediately with their name(s).
- **Proof of payment must be submitted once a payment is made in ISATS Jamaica account. You may submit this via email or upload it on your account via the portal.**
- Payments may be done in **JMD OR USD**. If payments are made in USD, the bank's exchange rate will apply.

PAYMENT PROCEDURE CONTINUE:

- Your account will be updated within 24 hours once you have made a payment. To view your outstanding balance and payments, log into your account via the portal.

ACCOMODATION

- The Homeowner or Accommodation Company may move the Intern/Participant from his/her room or accommodation if necessary (e.g. refurbishment, disagreement between roommates/flat mates)
- The Participant is expected to respect the calm of the accommodation and neighborhood. He/she may otherwise be evicted from the accommodation and/or may not



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recover his/her security deposit.

- The Participant must pay the security deposit and first month rent before entering the Accommodation (this clause might change, as payment of the deposit and rent depends on Homeowners, Head Tenants and Accommodation companies).

- The rent must be paid monthly by the Participant on the dates scheduled with the Homeowner, the Head Tenant or the Accommodation Company. Payment of the rent will be made by the Client by bank transfer or in cash (depending on what has been agreed between the Intern/Participant and the Homeowner, the Head Tenant or the Accommodation Company).

- If the Participant is in arrears regarding the payment of his/her rent, he/she might be evicted from the accommodation without recovering his/her security deposit.

- If the Participant breaks or damages an item belonging to the Homeowner, the Head Tenant or the Accommodation Company, the Intern/Participant will be held responsible and asked to reimburse it, otherwise it will be deducted from the deposit. If the amount of the deposit is inferior to the amount of the damage, additional expenses will be charged to the Intern/Participant.

- The Participant must return the accommodation in a clean state (furniture as well as dishes) and must help to maintain the cleanliness of the common rooms (living room, bathroom, kitchen, toilet) during his/her stay. In case the cleanliness of the accommodation or the state of the furniture is deemed unacceptable by the Homeowner, the Head Tenant or the Accommodation Company, part of, or the full amount of the security deposit (depending on the state of the Accommodation) may be kept and/or the Client may be evicted from the accommodation.

- If the Intern/Participant decides to move out from the accommodation earlier than the date initially agreed with the Homeowner, the Head Tenant or the Accommodation Company, it will be considered a breach of contract and therefore, the Client's security

- Deposit could be retained. The Client will be responsible for negotiating with the Homeowner, the Head Tenant or the Accommodation Company about the breach of contract and the return of the security deposit.

Medical Emergencies



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- In the event of a medical emergency requiring hospitalization, I give my full permission for the hospital staff or medical doctor to speak with a representative of the International Student Affair and Travel Services (I-SATS) and its respective partners ,so that communication and any necessary arrangements with my parents may take place regarding my condition and needs.

I have read this document carefully and fully understand and accept these Terms and Conditions as they are written in English on all pages.

Participant's Name _____

Programme/Service _____

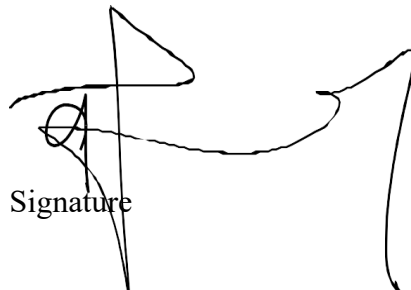
Date: _____

Signature

Representative

Representative Name: Mr. Adian Charlton

Director of International Affairs and Partnerships


Signature



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