

International Student Affairs and Travel Service (I-SATS)

4 Lismore Avenue , Kingston 5 Suite #F19

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Tele: 1876-960-0833 - Email : info@isatsjamaica.com

www.isatsjamaica.com

International Student Affairs and Travel Services Terms and Conditions

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/participant and ISATS JAMAICA as well as the conditions of its (ISATS JAMAICA) services.

The Terms and Conditions can be accessed on the website at www.isatsjamaica.com or it may be requested by sending an email to info@isatsjamaica.com.

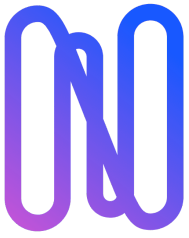
All new and returning participants must attend a Terms and Conditions consultation with a representative before accessing and registering for a program on the registration portal.

Different programmes or services may have different terms or conditions, please contact us to be guided accordingly.

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. Examples include accommodation companies / landlords, internship sponsors, regulated immigration consultants , 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 the participant.



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REGISTRATION

ALL applications received on the company's registration portal gets immediate processing.

The registration fee for all programs is **USD\$17** or **JMD\$2,500** .

Returnee participants must repay the registration and pre screening fee even if you're permitted to bypass the interview. This is applicable to every program season. Roll over participants are exempted.

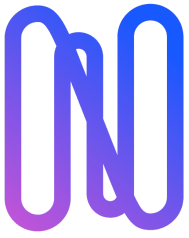
Roll over Participant - An applicant who is formally registered in a program and paid fees to ISATS JAMAICA ; but did not participate in the program for reasons beyond his/her control.

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 programmes. 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.



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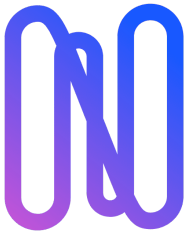
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The International Student Affairs and Travel Services reserves the right to refuse applications if:

- The Participant fails to provide the requested information within an acceptable time period. The participant has a criminal conviction for a serious offense or for one which is incompatible with the participant chosen destination.
- Overseas partners or sponsors refuse to accept the participant in the program for previous behavioural issues.
- Anything that makes the participant unsuitable for the chosen destination or placement.
- ISATS JAMAICA reserve all rights to reject the application of any person deemed unsuitable for the program and this at its own discretion.

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 – 9 months depending on the country, location ,career field.
- J1 Camp Counsellor , J1 Interns and Trainees and J1 Teachers are not required to pay their program fee until their job/placement/sponsorship is confirmed. *Refer to Payment Procedure section.
- J1 Work and Travel participants are required to pay 15% of their program fee upon registration to secure their spot. The remaining portion (85%) becomes due upon a successful interview / job placement/ approved sponsorship.



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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 also 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 Cultural Exchange Organizations, embassy consulates, International Sponsors, Job placement Agents etc.

- If a sum of money is paid/ transferred to our partners ; and should there be a request for refund; that applicant is subjected to that specific partner's refund policy and not only that of the International Student Affairs and Travel Services (I-SATS).

- Late charges and promotional offers will **NOT** be refunded. The following fees are also non-refundable:

- 1. Registration fees**
- 2. Pre-screening fees**
- 3. Placement Evaluation fees**
- 4. SEVIS fees**
- 5. Administrative Fees**
- 6. Consulate/Embassy Fees**
- 7. Exam fees for teach English abroad are NON- refundable.**



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In no case will a refund be issued to participants who have received their visa and entered the United States, Canada , the United Kingdom or the programme destination.

REFUNDABLE FEES

If an applicant requests a refund of all payments made on their approved (written approval by a manager) instalment/payment plan, they are entitled to a full 100% refund of all monies less registration fee , pre-screening fee and bank charges provided that the sponsor(s)/partner has not received any document/ payment.

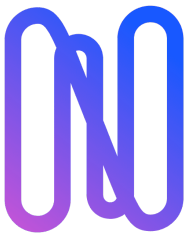
Once payments have been made to the partner or sponsor , the applicant is subjected to the refund policy of the partner , in addition to this Terms and agreement outlined by ISATS Jamaica.

Refund request and timeline

Exchange applicants may request a refund in specific months of each year :

PERIOD	TIME REQUEST MAY BE MADE	DISBURSEMENT TIMEFRAME
PERIOD 1	SEPTEMBER 30 - NOVEMBER 30	DECEMBER - MARCH
PERIOD 2	MARCH 30 - MAY 30	MAY - SEPTEMBER

Please note that under this section processing of refund may take up to 12- 20 weeks after the refund submission is made .



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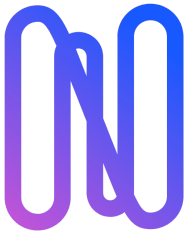
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Refunds can only be requested in United States Dollars (USD) only if the participant has a local National Commercial Bank Account (NCB) USD savings account. Otherwise, refunds are processed in **Jamaican Dollars** if the aforementioned account type cannot be utilized.

- Refunds are only disbursed to a commercial bank based in Jamaica, thus refunds cannot be sent to a foreign bank **unless** the applicant has different country passport other than Jamaica. .
- Non applicants (persons who are not formally registered or did not receive an invoice or estimate) who deposit monies to ISATS JAMAICA account; refund request will not be prioritized. Your refund may exceed the twenty eight (28) weeks from the date it was requested.
- If there is a delay in reimbursement from the International Student Affairs 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.
- Refund timeline/days are amount or counted from the date/time the client made the "formal request" through the appropriate method or platform indicated by the International Student Affairs and travel Services. (I-SATS)
- -Refund delays may occur due to the quantity of refund requests for a specific season, thus some applicants may experience delays over twenty eight (28) weeks **but no more than twelve months from the date of the request.**



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REFUND EXPEDITION

Please note that we only consider the following conditions for expedition :

1. Death of immediate family member(s) - (parent, child, siblings)
2. Medical Emergencies (participant/immediate family member) - (surgeries , hospitalization and other severe situations)

While we do understand that your emergency may be severe, we treat all clients fairly where these cases are concerned. We however acknowledge refund requests and expeditions in the order in which they are received, thus your refund expedition may not be granted.

If you have an emergency outside these scenarios mentioned above, you may still send a request. However the cases mentioned above will be prioritized.

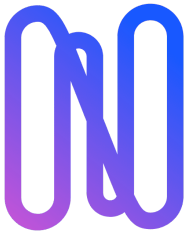
PN : Proof of emergencies may be requested which may include medical referrals , doctor letter/notes , death certificates or other documents stipulated by the International Student Affairs and Travel Services (I-SATS) .

Once funds are disbursed in your account, you will be notified via email with transaction details.

Visa Denials

In the unfortunate event of a visa denial, 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%** of the placement fee ; plus an amount from our international partners which will be stipulated in their own refund policy which will then sum your total refund amount.



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Visa Denials Continued :

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 is 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 or partner MUST be returned to the International Student Affairs and Travel Services (I- SATS) within 72 Hours at our office location BEFORE any refund is requested or processed.

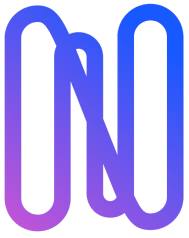
INTERNATIONAL PARTNERS REFUND POLICIES

The International Student Affairs and Travel Services (ISATS) cannot issue a policy and will not be responsible for refund 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.



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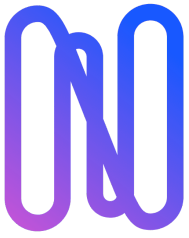
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ALL prices are quoted in United States Dollars (USD) and include all taxes.

Prices do not include airfares, visa costs, excess baggage, airport taxes, food, public transport, taxi transfers or the monthly rent for the accommodations specifically to our Student exchange programmes.

PAYMENT PROCEDURES

- All participants must create a Participants Accounts System (PAS) account to access their billings, payments or balances.
- Payment methods are outlined on the website at www.isatsjamaica.com.
- Cash payments are not allowed in office.
- Credit/Debit Card/Check payments are accepted in office.
- ISATS JAMAICA does not encourage participants to finance their program fees through loans. Refunds will not be expedited under this circumstance. All terms apply where refund is concerned.
- 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.



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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

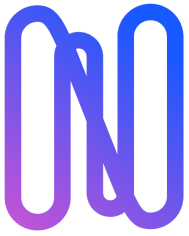
If Applicant's fees are paid by someone else , please notify us immediately with their name(s).

Proof of payment must be submitted once a payment is made in ISATS Jamaica account. Proof of payment must be submitted via email to payment@isatsjamaica.com or info@isatsjamaica.com. Payments will be updated within 36 hours of sending your proof of payment.

Bank Charges :

Payments are subject to bank charges of **0% - 4%** of the total payment/deposit amount. Please refer to the website.

Payments may be done in **JMD OR USD**. If payments are made in JMD, NCB's selling rate will apply.



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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 neighbourhood. He/she may otherwise be evicted from the accommodation and/or may not recover his/her security deposit.

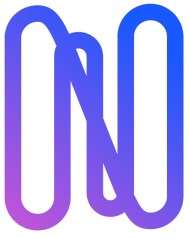
The Participant must pay the security deposit and first month rent before entering the Accommodation (this clause might change, as payment of the deposit and rent depends on Homeowners, Head Tenants and Accommodation companies).

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



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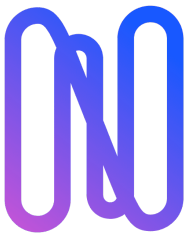
state of the furniture is deemed unacceptable by the Homeowner, the Head Tenant or the Accommodation Company, part of, or the full amount of the security deposit (depending on the state of the Accommodation) may be kept and/or the Client may be evicted from the accommodation.

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

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 Affairs 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.



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INTERNATIONAL STUDENT AFFAIRS AND TRAVEL SERVICES TRAVEL SERVICES :

Cancellations:

- In the event you wish to cancel; you may transfer your place to someone else (introduced by you) if you are prevented from travelling, providing we are notified not less than ninety eight (98) days prior to departure.

Changes

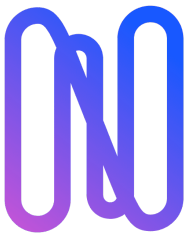
- Changes to booked packages with us can be considered depending on availabilities and time from in doing so, but there might be a cost associated with these changes. We do not charge an amendment fee for doing so and will only pass on any extra costs involved in providing additional or alternative services which are incurred or imposed by any of our suppliers.
- All costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result must be paid before the transfer or any changes to the itinerary can be done .

Agent Cancellations:

- There is a minimum participation for most of your ICEP packages, In the event a trip to a specific destination has not been fully booked , we may have to make changes and correct errors in advertised and confirmed details and also cancel confirmed bookings which we must reserve the right to do. Please note, our trips may require a minimum number of participants to enable us to execute these programs.

Delays:

- Unfortunately we will not be able to give you any assistance whenever you have a flight delay unless you have purchased insurance with us. Depending on the circumstances, some airlines may be required to pay you compensation and/or refund the cost of your flight and/or provide you with accommodation and/or refreshments in the event of a significant delay or cancellation. However, we have no liability to make any such payments to you and you must consult with the airline/carrier or other transport operator regarding these compensation .



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Government Department :

- Please check with the relevant government department or agency who responsible for providing the appropriate travel documentation , travel advisory or citizen support during overseas travel. Such as the Ministry of Foreign Affairs and Foreign Trade : <https://mfaft.gov.jm> or the Passport , Immigration and Citizenship Agency <https://www.pica.gov.jm> .The International Student Affairs and Travel Services will not be responsible for client immigration affairs in the foreign country.
- You must ensure you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We will not accept responsibility if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation.

Flight cost refund and Non-Refundable flights :

- The International Student Affairs and Travel Services will not be responsibility for refunds for any flight booked through one of our suppliers. In the event of flight cancellation, the passenger will be subjected to the airlines and also the booking supplier refund policy. Usually the airlines and booking supplier may deduct a small cancellation fee for the flight and refund the remaining balance.On the other hand , Passengers cannot expect a refund for Non-refundable flight.

Visa Fees :

- Monies paid for expert consultation , visa cost and document mailing fee are all non-refundable. Embassy fees are usually non-refundable by the consulate therefore applicants cannot request a refund in any scenario.

Health :

- All travellers must confirm at the time of booking that you are in good health, physically capable of undertaking all aspects of the trip, and he/she is unaware of any reasons that may negatively impact carrying out the activities on the published itinerary.



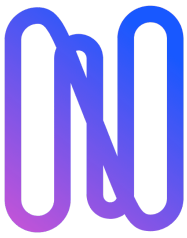
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Refund amount for International Cultural Exploration Programme (ICEP) Packages :

TIME BEFORE DEPARTURE	REFUND AMOUNT	REASON
Time A- One Hundred and Twelve days (112 Days) or more prior to departure	90% of Total payments made	A 10% Cancellation fee will be taken out of total payments made
Time B- One Hundred and Eleven (111) days to Ninety-Eight (98) days prior to departure	60% of total payments made	The following would have already been booked/paid for : Flight and Baggage cost, All Activities, Hotel, Airport, transportation -T-Shirt
Time C- Ninety Seven (97)- Sixty (30) days Prior to departure	25% of total payments made	95% of the activities are booked and/or itinerary has already been finalized!
Time D- Less than thirty (30) days prior to departure	0% of total payments made /No Refund	All activities are booked and the trip itinerary has already been confirmed !

VISA APPLICATION HELP



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THE INTERNATIONAL STUDENT AFFAIRS AND TRAVEL SERVICES (I SATS) does not undertake or guarantee:

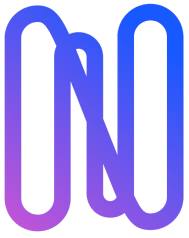
1. The result of any application.
2. Save as expressly provided herein, THE INTERNATIONAL STUDENT AFFAIRS AND TRAVEL SERVICES (I SATS), is not responsible for, and hereby excludes, all liability in respect of any injury, loss or damage of any kind whatsoever arising from any delay in processing or rejection of a visa application.

While reasonable precautions are taken while handling Applicant documents, including passports, THE INTERNATIONAL STUDENT AFFAIRS AND TRAVEL SERVICES (I SATS), shall not be liable or responsible (except to the extent as mentioned herein below) whether in contract, tort or in any other manner, to Applicants for any injury, loss or damage of any kind whether arising from:

- The handling of passports and documents by any courier or high commission or any embassy and its Sub-contractors;
- Any Value-added services used by the Applicants.
- Any accident or theft in any measures;
- Any other circumstances beyond the control of the embassy and its Subcontractors.
- Purpose of collection and use of Personal Information

Personal information may be collected to:

- Process requests for temporary resident visa, permit and travel document applications.
- Respond to requests regarding application status.
- Track applications; and
- Respond to applicant inquiries (collectively, “Services”)
- The issue of a visa depends exclusively on the issuing authority. Immigration officials in



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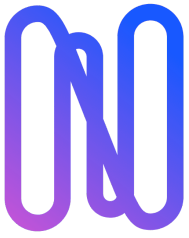
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each country have the final decision to admit entry into the country or region, even when all of the stipulated requirements have been met.

- The International Student Affairs and Travel Services (I SATS) does not guarantee that the issuing authority will issue the visa in a timely manner and within the specified time frame; therefore, The International Student Affairs and Travel Services (I SATS) Visa fees will be collected for the completion of procedures required for this issue/service.
- Prior to approval, the issuing authority may ask for additional documentation. The issuing authority may reject any visa, passport or other travel document application for any reason and may not provide a reason to the International Student Affairs and Travel Services (I SATS) for the rejection.
- The International Student Affairs and Travel Services (I SATS) does not issue visas or passports and therefore, cannot make any guarantee or assurances that any issuing authority will issue any document. The International Student Affairs and Travel Services (I SATS) cannot guarantee the time required for an issuing authority to grant or reject an application.
- Issuing authorities may choose to grant a different type of travel document than that which the applicant has requested which may impact the purpose, validity or number of entries.
- The International Student Affairs and Travel Services (ISATS) reserves the right to prioritize processing requests according to the travel dates provided. The International Student Affairs and Travel Services (ISATS) service fees are assessed for taking reasonable actions to foster the issuance of a requested travel documents.

Payment Plan and Liability:



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- The International Student Affairs and Travel Services (ISATS) will use its best endeavours to process applications for visas, passports and/or documents at the client's request. However, The International Student Affairs and Travel Services (ISATS) shall not be held responsible for, nor will accept any liability for, the actions of any consulate, embassy, or passport office in delaying or not issuing such applications for any reason whatsoever.

DEFAMATION

At ISATS JAMAICA illegal defamation, slander and/or libel to our organization whether verbally , written or through new media (Social Media) will not be tolerated and will be taken seriously . Slander and/or libel is in relation to our companies character and/our reputation which we take very seriously.

We also reserve the right to pursue all available legal remedies, including but not limited to filing a motion for injunctive relief, monetary damages, filing fees, court costs and/or attorney fees (all of which you will absorb these cost) .

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

END