



Terms and Conditions

Payments:

Payments may be made by credit card or bank transfer and must be received 30 days prior to the course start date. A non-refundable application fee must be paid immediately upon booking. Booking confirmation will only be sent when the application fee has been received. Housing and courses are not reserved or guaranteed until full payment has been made. Bank details are provided on the invoice. Payment must include all bank transfer charges.

Visas:

Students are responsible for securing the appropriate visa. Encompass Experiences cannot be held responsible for decisions taken by embassies or immigration officials regarding entry visas over visa extensions. Visa advice can only be given by the appropriate Embassy or Consulate. Tour and Immersion programs offered by Encompass Experiences are suitable for students on ESTA/Visa Waiver or B1/B2 visas. Students using the Encompass Experience Placement Services, including the University Service Package (USP) must secure the appropriate Student Visa.

Refunds and Cancellations:

All Application Fees and Housing Placement Fees are non-refundable.

For Tour Programs:

If cancellation for a participant is received at least 14 days before the program's start date, Encompass will issue a program refund of 50% of the base program fee, not to include non-refundable or service fees, including bank charge and credit card processing fees. If cancellation for a participant is received 7-13 days before the program start date, Encompass will issue a program refund of 25% of the base program fee, not to include non-refundable or service fees, including bank charge and credit card processing fees. If cancellation occurs fewer than 7 days before the program starts, or if termination or cancellation occurs after the program starts, no refund of fees will be given.

If net payment was made, the refund will be based on the net amount received by Encompass. Refunds will be given to the entity that made payment. Refunds shall be given as credit towards a future program. The credit may also be applied to optional tours offered during the program.

There is no refund due if the student is expelled or suspended for academic, attendance, or behavioral issues.

Immersion Program and Placement Programs:

Application Fees and any service fees are non-refundable.

Each school's refund policy applies in all other cases and are not standardized by Encompass Experiences.

Encompass will remit any refund provided by the school less 25%. If net payment was made, the refund will be based on the net amount received by Encompass. Refunds will be given to the entity that made payment.

There is no refund due if the student is expelled or suspended for academic, attendance, or behavioral issues.

University Service Package (USP):

Application fees are non-refundable.

Encompass Experiences recommends not sending payment before receiving the appropriate visa. If payment has been sent and the student fails to obtain a visa, the program balance already paid is fully refundable (minus any applicable application fees, bank fees, and credit card processing fees).

If a student begins the program and decides to cancel and/or transfer to another school, the following terms apply:

- First semester, non-refundable
- Second semester, according to the following conditions:
 - Written refund requests must be received with a minimum 30-day notice before the end of the first term.
 - Students who have their I-20's terminated for any reason will not receive a refund.
 - There will be no partial refunds for services included but not taken.
 - All refunds will be made to the entity that sent payment.

Holidays:

Tour Programs – unless specifically pre-purchased, Encompass Experiences courses and activities are not offered on public holidays. If a holiday is on a Saturday, the holiday is observed on Friday. If a holiday is on a Sunday, the holiday is observed on Monday. There is no refund or deduction for courses or activities not held on public holidays. US holidays in 2026 are:

Jan. 1, New Year's Day

Jan. 19, Martin Luther King Jr. Day

Feb. 16, Presidents' Day

April 3, Good Friday

May 25, Memorial Day

June 19, Juneteenth

July 3, Independence Day (observed)

Sep. 7, Labor Day

Oct. 12, Columbus Day

Nov. 11, Veterans Day

Nov. 26-27, Thanksgiving

Dec. 25, Christmas Day

Jan. 1, New Year's Day

Airport Transfers:

Airport transfers are an optional service and must be paid in advance. Flight details including the arrival time, flight numbers, airline, and point of origin must be received by Encompass Experiences 7 days prior to arrival in order for Encompass Experiences to provide airport transfers. No refunds will be given on transfers if flight details are not sent to Encompass Experiences at least seven days prior to arrival. It is the traveler's responsibility to provide Encompass Experiences with any changes in flight itinerary. No refunds will be given for missed airport transfers if flight changes were not sent to Encompass Experiences with sufficient time to rebook the transfer.

Accommodation:

Check-in is on Sunday, check-out is on Saturday. Additional nights may be requested at time of booking, are subject to an additional fee, and are not guaranteed. Encompass Experiences will not be responsible for hotel charges or airline change fees if non-standard check-in or check-out was requested but not approved. If the extra night fee was not the original invoice, request for early arrival/late departure will not be honored until the supplemental invoice has been paid. Extra night charges include housing and meals only, and do not include extra activities or courses.

Travelers in homestay accommodation arriving between 9:00 PM and 6:00 AM may be asked to book alternative accommodation at their own expense.

Check-out is at 12:00 PM on the day of departure. Later departure must be requested, may not be available, and will be subject to an additional fee.

Expulsion:

Encompass Experiences reserves the right to expel a participant from an Encompass Experiences course, program, or tour for unacceptable or unlawful behavior or for lack of attendance. No refund will be given and any unpaid fees become immediately payable.

Encompass Experiences has a zero-tolerance policy for discrimination, bullying, and harassment on the tour, in any courses, and in accommodation. Encompass Experiences expects students to behave in a manner that is considerate of those around them. Inappropriate conduct includes, but is not limited to:

- Deliberate destruction, misuse, or theft of property.
- Violence or threats of violence.
- Sexual harassment, including unwanted advances or other inappropriate behavior of a sexual nature.
- The improper use of e-mail or Internet access.
- Use of drugs, including marijuana even where legal. Use of alcohol if under the legal age.
- Willful disregard of instructions from Encompass Experiences staff.

Attendance:

Encompass Experience requires attendance for all scheduled activities. Participants are not permitted to have free time in lieu of scheduled activities.

Photography:

Program participants agree that photographs, videos, or other works, as well as recorded or written testimonials may be used by Encompass Experiences for promotional purposes, including printed and online marketing materials and on social media without further consent or notification.

Medical Issues:

It is the program participants responsibility to inform and compass experiences of any health conditions, allergies, or medications being taken. All program participants must have traveler medical insurance able to be used internationally. This may be purchased through several third-party companies. Please consult with Encompass Experiences for recommendations and additional information.

Parents or guardians must sign a statement of permission to treat a minor. This statement is included in Encompass Experience application materials. If an official application form has not been received, a supplemental permission form will be sent to the participant's parent or guardian.

If a program participant contracts a communicable disease, including but not limited to COVID-19, and the homestay or residence requires the participant to leave the accommodation, Encompass Experiences will assist the participant in selecting and booking the appropriate hotel. Fees for the hotel, and any necessary supervision, are the responsibility of the participant and the participant's family.

Encompass Experiences reserves the right to terminate a participant's enrollment if the participant's condition represents a risk to other participants, staff, host family, or residence staff.

Damage to Property:

Participants must pay the full cost of any damage they cause to Encompass Experience property, including property leased by Encompass Experiences, and to property in the homestay or residence.

Liability:

Encompass Experiences and its staff and representatives will not be liable for loss, damage, or injury to persons or property, except where liability is expressly imposed by law. Encompass Experiences will not be liable in the event that any services contracted to be supplied by Encompass Experiences become impossible to supply for any reason or any cause outside the control of Encompass Experiences.

Force Majeure:

Encompass Experiences shall not be responsible for any failure to comply with any of its obligations if the failure is occasioned by any cause beyond Encompass Experience's reasonable control and despite the exercise of reasonable diligence and without incurring additional costs. Force majeure events shall include but shall not be limited to acts of government, war, civil strife, general labor disturbances, natural disasters, unusually adverse weather conditions, infectious disease, or any action taken by a government or public authority including prohibition of entry to certain areas or to or quarantine measures.

Prices:

Prices are valid for all start dates on or after January 1, 2026, and are subject to change without notice. Final pricing will be confirmed at time of invoicing.