

KULEANA PREPARATORY ACADEMY

Refund, Cancellation, Credit, and No-Dispute Policy

2026-2027 Academic Year

Effective for enrollments, monthly programs, summer programs, tutoring, enrichment, credit recovery, and add-on services unless a signed written agreement states otherwise.

Policy Purpose: This policy explains when tuition, fees, deposits, program payments, curriculum licenses, materials, monthly programs, and other school charges may be refunded, credited, deducted, or deemed non-refundable. It is intended to prevent confusion, protect school resources purchased for students, and ensure consistent financial procedures for all families.

Important Notice: This policy is part of the enrollment agreement, tuition agreement, invoice terms, program terms, and family/student handbook. By submitting payment, signing enrollment documents, accepting a seat, using school-provided curriculum, attending classes, accessing platforms, or receiving materials/services, the parent/guardian and/or financially responsible party agrees to this policy.

1. Definitions

- Enrollment Date means the date the student is accepted, enrolled, invoiced, granted access to school systems, assigned curriculum, scheduled for onboarding, or otherwise approved to begin services, whichever occurs first.
- Payment Date means the date a payment is submitted, processed, invoiced through a third-party platform, paid by card/ACH/check/funding account, or authorized by the payer.
- Curriculum License means any digital curriculum, learning platform, testing system, LMS account, college/dual enrollment seat, tutoring platform, virtual campus access, or educational software assigned or activated for the student.
- Materials means any physical or digital materials purchased, shipped, assigned, prepared, customized, or reserved for the student, including workbooks, supplies, devices, enrichment kits, school-provided resources, and shipping costs.
- Monthly Program means any month-to-month, monthly subscription, monthly flex program, monthly tutoring package, monthly enrichment program, monthly support program, or short-term program billed on a monthly basis.
- School-Initiated Withdrawal means the school ends or declines continued enrollment for non-payment, safety, non-participation, academic non-engagement, conduct, program mismatch, staffing/resource limits, policy violations, or other school-determined reasons.

2. General Refund Rule

Kuleana Preparatory Academy offers a limited refund review window of thirty (30) calendar days from the student enrollment date. A refund request must be submitted in writing within that 30-day window to be considered. Refund eligibility is not automatic; all refund requests are reviewed under this policy and are subject to deductions, non-refundable charges, used services, activated licenses, materials, administrative costs, and any outstanding balance.

After thirty (30) calendar days from enrollment, tuition and program payments are non-refundable unless the school, in its sole discretion, approves a written exception or a separate signed agreement requires a different outcome.

Timing of Written Request	General Treatment	Required Deductions / Limitations
Before curriculum, services, or materials are activated	Refund may be reviewed, less non-refundable charges.	Application fees, administrative setup, processing fees, and any third-party fees remain non-refundable.
Within 30 calendar days after enrollment	Refund may be considered on a prorated or partial basis.	Deduct activated curriculum licenses, platform seats, materials sent/prepared, shipping, testing access, services delivered, tutoring/classes attended or made available, administrative fees, and payment processing costs.
After 30 calendar days from enrollment	No refund.	Tuition, program fees, monthly fees, and service charges are non-refundable after the refund review window.
Monthly programs at any time	No refund.	Monthly programs are non-refundable once billed, paid, activated, or made available.
Summer school, credit recovery, enrichment, tutoring packages, dual enrollment add-ons	Generally non-refundable once access, seat, materials, or scheduling begins.	Third-party seats, activated courses, college/dual enrollment fees, testing, tutoring reservations, and materials are deducted or non-refundable.

3. Non-Refundable Charges

The following charges are non-refundable unless the school provides a written exception signed by an authorized administrator:

- Application fees, enrollment setup fees, registration fees, administrative fees, payment processing fees, card/ACH fees, late fees, reinstatement fees, returned-payment fees, collection costs, and similar account fees.
- Monthly program payments, monthly flex program fees, monthly tutoring/support fees, monthly enrichment fees, and month-to-month service packages.
- Curriculum licenses, learning platform seats, virtual campus access, testing accounts, LMS accounts, dual enrollment seats, college/course fees, digital products, and third-party educational services once assigned, activated, reserved, or made available.
- Materials purchased, prepared, customized, shipped, delivered, downloaded, emailed, or otherwise provided to the student or family.
- Tutoring sessions, live classes, advising meetings, academic planning, testing, support appointments, consultation time, and instructional services already delivered, scheduled, reserved, or made available.
- Scholarship application fees, transcript/records fees, rush processing, shipping, replacement materials, device charges, and special-order items when applicable.

4. Curriculum License and Materials Deductions

Any refund approved within the 30-day review window will be reduced by the value of curriculum licenses used, activated, assigned, purchased, reserved, or made available for the student, regardless of whether the student fully used the license. Many licenses are purchased by the school in advance, are student-specific, are non-transferable, or cannot be returned to the vendor once activated.

Materials deductions may include the cost of items purchased, packaged, customized, printed, prepared, downloaded, shipped, digitally delivered, or otherwise supplied. Shipping, handling, replacement, restocking, and preparation costs may also be deducted. Returning unused materials does not guarantee a refund or credit, particularly when the items were custom-ordered, opened, used, damaged, written in, digitally delivered, or not reusable by the school.

5. Monthly Programs Are Non-Refundable

Monthly programs are offered at a flexible monthly rate and are therefore non-refundable. This includes monthly flex enrollment, monthly academic support, monthly tutoring, monthly enrichment, monthly clubs, monthly virtual campus access, monthly special education support packages, monthly add-on services, and any other program invoiced or advertised as monthly.

- No refunds are issued for missed sessions, unused days, lack of attendance, failure to log in, refusal to participate, scheduling conflicts, technology issues outside the school's control, family travel, illness unless an exception is approved in writing, or early cancellation during a paid monthly period.
- A monthly program cancellation stops future billing only when the family submits written cancellation according to the billing/cancellation terms. It does not refund the current or prior monthly charge.
- Monthly program access may end immediately at the end of the paid term, upon non-payment, or upon cancellation/withdrawal, depending on the program agreement.

6. Refund Request Procedure

All refund requests must be submitted in writing to school administration or the finance office. Verbal requests, text messages to staff, social media messages, or informal conversations do not create a refund request unless confirmed by the school in writing.

1. Submit the student name, parent/guardian name, program, invoice number if available, payment date, enrollment date, reason for request, and requested resolution.
2. Submit the request within thirty (30) calendar days from enrollment for tuition refund consideration.
3. Allow the school to review account history, platform activation, attendance, services delivered, materials purchased/sent, payment method, funding source, scholarship status, and any outstanding balance.
4. Respond to school requests for additional information within five (5) business days. Failure to respond may result in denial or closure of the refund request.
5. Do not initiate a card, bank, funding-platform, or third-party payment dispute while the school refund review is pending. See the No-Dispute and Chargeback Policy below.

Refund determinations will be issued in writing. Approved refunds are processed to the original payment method when feasible. Processing time may vary based on payment processor, school accounting cycle, third-party funding platform, banking delays, weekends, holidays, or documentation requirements.

7. No-Dispute and Chargeback Policy

No-Dispute Agreement: By enrolling, signing an agreement, submitting payment, authorizing tuition, accepting school services, or allowing a student to access school resources, the financially responsible party agrees not to initiate a bank dispute, credit-card chargeback, ACH reversal, payment-platform dispute, funding-platform dispute, or similar payment challenge for authorized charges without first completing the school's written refund review and account resolution process.

A payment dispute or chargeback is considered improper when the charge was authorized, the student was enrolled, services were provided or made available, curriculum licenses were activated, materials were purchased/sent, a monthly program was billed, or the family failed to follow the written refund procedure before disputing the charge.

Improper disputes may cause substantial administrative burden and financial harm to the school. If a family initiates an improper dispute, chargeback, ACH reversal, payment-platform complaint, or similar action, Kuleana Preparatory Academy may take one or more of the following actions:

- Suspend or terminate student access to curriculum, live classes, tutoring, virtual campus spaces, LMS accounts, records release, or optional services until the account is resolved, except where otherwise required by law or written agreement.

- Reverse any courtesy credits, discounts, promotional rates, scholarship adjustments, or payment-plan accommodations associated with the disputed account.
- Assess chargeback fees, returned-payment fees, administrative research fees, collection fees, legal/accounting costs, and any unpaid tuition or service balance to the family account.
- Require future payments by certified funds, ACH, wire, school-approved funding platform, or another non-reversible payment method.
- Refer the account to collections, small claims, arbitration, legal counsel, or other permitted remedies under the enrollment agreement.
- Treat the dispute as a breach of the enrollment and tuition agreement, which may affect continued enrollment, re-enrollment, release of optional services, or future program eligibility.

Good-Faith Billing Questions: Families may always ask questions about invoices, credits, charges, or account history. A good-faith billing question submitted directly to the school is not considered a prohibited dispute. The no-dispute policy applies to external bank/card/platform disputes made without first using the school's internal written refund and billing review process.

Required Rights Preserved: This policy does not waive rights that cannot legally be waived. However, the family agrees that authorized school charges must be addressed first through the school's written refund, billing, and account review process before any external dispute is filed.

8. Tuition, Payment Plans, Scholarships, and Funding Sources

Payment plans divide a financial obligation into installments; they do not convert annual, semester, quarterly, or program tuition into refundable monthly tuition unless the school expressly states so in writing. A student who withdraws or stops participating may still owe remaining tuition, fees, materials, or service charges according to the enrollment agreement.

- Scholarship awards, promotional discounts, or courtesy reductions may be reversed if a student withdraws early, violates payment terms, initiates an improper dispute, fails to participate, or does not meet scholarship conditions.
- If tuition is paid by a third-party funding program, ESA, scholarship platform, employer, grant, or outside payer, refunds or credits may be subject to the rules of that funding source and may be returned to the payer or funding account rather than the family.
- If a family receives a refund from an outside funding source after Kuleana has provided services, the family remains responsible for any unpaid school balance unless the school confirms otherwise in writing.

9. Withdrawal, Cancellation, Non-Participation, and School-Initiated Removal

Withdrawal or cancellation must be submitted in writing by the parent/guardian or financially responsible party. Stopping attendance, failing to log in, ignoring emails, not completing work, moving, changing schools, or refusing services does not automatically cancel charges or create a refund.

- A student who stops participating remains financially responsible for charges already billed, services made available, licenses activated, materials prepared/sent, and any applicable tuition balance.
- School-initiated withdrawal, suspension, removal from live spaces, or program termination due to conduct, non-payment, non-participation, safety concerns, academic non-engagement, or family violations does not create a refund right.
- If Kuleana determines that it cannot serve a student because of program mismatch or resource limitations, the school may offer a prorated credit or refund after deducting non-refundable items, used services, licenses, and materials, unless another written agreement applies.

10. Credits Instead of Refunds

At its discretion, Kuleana may offer an internal credit instead of a cash refund. Credits may be applied toward future tuition, tutoring, enrichment, materials, summer school, credit recovery, or other approved services. Credits have no cash value unless the school expressly states otherwise in writing.

- Credits must be used by the deadline stated in the written credit notice.
- Credits are not transferable to another family unless approved by the school in writing.
- Credits may be forfeited if the account has an unpaid balance, if the family initiates an improper dispute, or if the student becomes ineligible for re-enrollment.

11. Exceptions and Hardship Reviews

The school may consider limited exceptions for extraordinary circumstances, such as serious medical hardship, family emergency, duplicate payment, clear billing error, or a school-confirmed inability to provide the paid service. Exceptions are not guaranteed and must be approved in writing by an authorized administrator.

Any exception may still be reduced by non-refundable charges, used services, activated curriculum licenses, materials, third-party fees, payment processing fees, shipping, and outstanding balances. Staff members, teachers, tutors, or contractors do not have authority to promise refunds unless the refund is confirmed by school administration in writing.

12. Account Holds, Records, and Access

Unpaid balances, returned payments, unresolved disputes, or chargebacks may result in account holds. Account holds may affect continued enrollment, access to optional services, re-enrollment, payment plans, scholarships, materials, non-required records processing, rush requests, or optional school activities, except where otherwise required by law or written agreement.

The school may continue to maintain required educational records while also enforcing tuition, billing, and account policies. Records requests will be handled according to school records procedures and applicable law.

13. Policy Control and Written Modifications

This document controls refund, cancellation, credit, and no-dispute practices unless a later signed written agreement issued by Kuleana Preparatory Academy expressly modifies these terms. Marketing language, verbal statements, informal messages, or generalized program descriptions do not change this policy unless confirmed in writing by an authorized administrator.

Kuleana Preparatory Academy may update this policy for future enrollments, future billing periods, future programs, operational needs, vendor requirements, payment processor requirements, or legal/compliance reasons. Families will be notified of material updates through official school communication channels.

14. Parent/Guardian Acknowledgment

I acknowledge that I have received, read, and agree to the Kuleana Preparatory Academy Refund, Cancellation, Credit, and No-Dispute Policy. I understand that refund eligibility is limited, that monthly programs are non-refundable, that curriculum licenses and materials may be deducted from any approved refund, and that authorized charges must be addressed through the school's written refund/billing review process before any external payment dispute is filed.

Student Name	
Parent/Guardian Name	
Signature	
Date	

Program / Enrollment Year	2026-2027
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Administrative policy document - not a substitute for individualized legal advice.