Student Housing Cancellation Policies

Application Deadline
Housing Applications and the Placement Fee are due one month prior to your arrival. The Placement Fee is non-refundable. If you ask Study & Stay Hawaii to change your housing (host family, dormitory, condominium or hotel) after you arrive, you must pay an Additional Placement Fee of $250.

Cancellations for Homestay
All housing cancellations must be in writing and submitted to Study & Stay Hawaii by email at info@studyandstayhawaii.com.

Before you arrive:
If you cancel more than 30 days before you arrive, you will get a full refund minus the Placement Fee.

If you cancel less than 30 days before you arrive, you will be charged a two-week penalty. You will get a refund for the weeks paid, minus the two-week penalty. The Placement Fee is non-refundable.

After you arrive:
If you cancel after you arrive, you must give a two week notice in writing (to Study & Stay Hawaii by email at info@studyandstayhawaii.com). If proper notice is given, you will get a full refund for the weeks you did not stay with the family. The Placement Fee is non-refundable.

If you cancel after you arrive and you do not give a two-week notice, you will be charged a two-week penalty. You will get a refund for the weeks you did not stay with the family minus the two-week penalty. The Placement Fee is non-refundable.

If you are asked to leave your host family, you will not get a full refund.

Cancellations for Dormitory/ Student Residence
The dormitory we work with is called Kalo Terrace and it is within walking distance to the University of Hawaii at Manoa campus. This is an off-campus student dorm for students attending any school in Honolulu. They have a very strict cancellation policy that cannot be changed or negotiated.

We recommend that you submit your application forms, fee and deposit early to ensure a room. Dormitory options are very limited in Honolulu so they get reserved quickly.
Please see the separate Cancellation Policy for Kalo Terrace.

If you are asked to leave Kalo Terrace, you will not get a full refund.

**Cancellations for Condominium**
All housing cancellations must be in writing and submitted to Study & Stay Hawaii by email at info@studyandstayhawaii.com.

Before you arrive:
If you cancel more than 30 days before you arrive, you will get a full refund minus the Placement Fee and Deposit.

If you cancel less than 30 days before you arrive, you will be charged a four-week rent penalty. You will get a refund for the weeks paid, minus the four-week rent penalty. The Placement Fee and Deposit are non-refundable.

After you arrive:
If you cancel after you arrive, you must give a four-week notice in writing (to Study & Stay Hawaii by email at info@studyandstayhawaii.com). If proper notice is given, you will get a full refund for the weeks you did not stay at the condominium. The Placement Fee, Deposit and Cleaning Fee are non-refundable.

If you cancel after you arrive and you do not give a four-week notice, you will be charged a four-week rent penalty. You will get a refund for the weeks you did not stay at the condominium minus the four-week rent penalty. The Placement Fee, Deposit and Cleaning Fee are non-refundable.

If you are asked to leave the condominium, you will not get a full refund.