

Study & Stay Hawaii

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.

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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.