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Dear students,

We know you are feeling a mix of emotions after the news of March program cancellation was announced this weekend. We sincerely regret that world events are impacting our programs and the lives of our participants so drastically. We appreciate your patience as we have been working through your many questions. Below is a list of FAQs compiled from the inquiries we have received over the past several days. If you have any additional questions or concerns, do not hesitate to reach out to me via email or schedule an appointment to meet in person. We will continue to update these FAQs, so please refer back often to <https://www.bentley.edu/coronavirus>

What type of refund will I receive?

Any travel related fees such as airfare, international admin fees or international program fees that were billed to your student account will be reversed. Students will be issued a credit for these fees if applicable. We will begin processing credits as soon as possible and expect to have all student accounts up to date by the end of the week. Refunds will not be granted for tuition as the expected credits earned will remain unchanged. Please note, financial aid will be reevaluated for the semester where applicable.

Will travel be rescheduled?

There are currently no plans to reschedule spring break travel. Your professor will inform you if there is the ability to offer an optional local learning opportunity related to your course subject. This is a rapidly evolving situation due the unknown progression of COVID-19 around the world, so we will continue to assess and post updates about future faculty-led international travel as decisions are made.

Can I still use my ticket for personal travel?

No. All airfare purchased for a Bentley faculty-led international course or GBE will be cancelled. Your student account will be credited the full airfare charge.

Can I stay on campus during spring break?

Residential students may choose to stay in their residence halls, but please be aware that campus services are limited.

Again, please reach out with any questions or concerns. We appreciate your flexibility and understanding during these unprecedented times.

Best regards,

Lauren Schuller

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