

| | |
|--------------------------|---|
| Policy Name | Fees and Refund Policies |
| Policy Number | 4.1 |
| Effective Date | August 10, 2013 |
| Dates of Revision | July 13, 2021; March 1, 2022 |
| References | Hague Standard 96.40; DCFS Administrative Code 401.560; Adoption Department Procedure 4.1 |

Fee Policies

Illini Christian Ministries provides adoption services to clients in an ethical and efficient manner. In doing so, the fee policies and procedures for the Adoption Services Department are established to assure ethical standards. Excessive adoption fees are prohibited. Adoption service fees are based on the costs associated with the agency's overall service and program delivery.

Prospective adoptive parents are informed of all fees prior to signing the Service Contract. All clients are held responsible for the fees assessed per the fee agreement signed at the beginning of the adoption process.

Illini Christian Ministries provides receipts to all clients for fees paid.

Additional Fee Policies

Illini Christian Ministries does not routinely charge additional fees aside from those agreed upon in the Fee Agreement completed with the client. If an unforeseen fee or expenses arises, it is necessary to invoice the client and the additional fee or expense will be disclosed in writing to the client prior to the invoice being received. If the unforeseen fees are more than \$1,000.00, the client will be required to sign a Fee Disclosure agreeing to payment of the stated unforeseen expenses. The client has the right to waive the notice and consent requirement for any fee more than \$1,000.00 in advance. The agency will retain copies of receipts for all expenses paid directly by the agency in the foreign country and provide copies of such receipts to the client.

Refund Policies

The fee provided with the Application for Adoption Services is non-refundable. In the occasion that a service fee was paid in advance in order to cover an expense, if that service is not provided, the fee will be refunded to the client. Illini Christian Ministries returns any funds to which the client(s) may be entitled within sixty (60) days from the termination of the service.

Fees for Special Services

Fees paid to Illini Christian Ministries are utilized for staff salaries, utilities, rent, office equipment, office supplies, staff training, car maintenance and fuel, and any other necessary expenses to run the agency. Illini Christian Ministries does not use fees for any special services, such as cultural programs, scholarships, humanitarian aid, etc. In the event that Illini Christian Ministries does use fees paid for special services, the agency will need to edit agency policy to reflect this change and inform prospective adoptive parents with a general description of the programs supported by the funds.