

Annex A: Refund Policy

1. The school refund policy is listed below and is also posted on our website and in our student handbook.

Refund Policy Before Original Registration Date and/or First Day at School	
Registration Fee and Homestay/Accommodation Placement Fee are non-refundable. The first 2 weeks of homestay are non-refundable.	
Reason (written notification required)	Refund (paid within 30 days of written notification)
Visa Refusal (Refusal letter must be provided within 30 days)	100% of tuition fees
Other reason (14 days +)	80% of tuition fees
Other reason (1-13 days)	60% of tuition fees
Refund Policy On or After First Day at School	
Registration Fee and Homestay/Accommodation Placement Fee are non-refundable. The first 28 days of homestay are non-refundable for students who have arrived in the homestay program.	
% of Registration complete when written notification received	Refund (paid within 30 days of written notification)
Visa Refusal (Refusal letter must be provided)	100% of tuition fees
UCP, Special Promotions & Program	No refund
Up to 10% of program completion	50% of unused tuition fees
11% - 30% of program completion	30% of unused tuition fees
31% + of program completion	No refund

2. Students must provide written notification to the Admissions Manager (or School Director, if the Admissions Manager is not available) if they would like to request a refund.
3. A \$110.00 cancellation fee will apply to all refund requests.
4. The Manager will review the refund policy above to determine if the Student is eligible to receive a refund and will provide written notification of any allowable refund, or any reasoning for denial of a refund (based on the terms listed above).
5. Refunds are returned to the student by cheque or wire transfer, depending on the original form of payment. Refunds are returned to the original payer (agent, parent, student), unless written authorization to direct funds elsewhere is provided by the original payer.
6. Specials Programs may include, but are not limited to, Summer Groups, English for Parents, and TEYL.