

North America Refund Policy

OIEG Oxford International Education Group

Name of Institution

7th February, 2022

4th November, 2024

Refund Policy

Name of Policy

Effective Date

Revision Date

Halifax

Refund Policy before Original Registration Date and/or First Day at School	
Registration Fee and 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 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 within 30 days)	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

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PAL Cancellation and Refund Policy	
Registration Fee (\$180) is non-refundable	
Reason (written notification required)	Refund (paid within 30 days of written notification)
Cancellation After PAL has been issued	No refund
Visa Refusal (Refusal letter must be provided within 30 days)	\$820

1. Students must provide written notification if they would like to request a refund.
2. A \$120.00 cancellation fee will apply to all refund requests as well as any changes to course or accommodation type or duration, including cancellations.
3. A review of the refund policy above will be conducted to determine if the student is eligible to receive a refund. Written notification of any allowable refund, or any reasoning for denial of a refund will be refunded (based on the terms listed above).
4. 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.
5. Specials Programs may include, but are not limited to, Summer Groups, English for Parents, UCP.

Toronto

- The Enrolment Fee and Accommodation Fee are non-refundable.
- All tuition and accommodation fees will be refunded if a Study Permit is denied, provided that the student gives notice within reasonable time, as per the Oxford International Toronto Study Permit Application Condition, and provides the school with written notification from Immigration Canada of this decision prior to the program commencement.
- No refunds will be issued for time off during public holidays.
- If a student withdraws from their course, in writing, 14 days prior to the start of their course, all tuition fees will be refunded.
- If a student withdraws from their course, in writing, less than 14 days prior to the start of their course, but no later than 1:00 PM on the last Friday before the commencement of the course, all tuition fees will be refunded except for tuition fees for one week.
- If a student fails to show up for their course or withdraws after 1:00 PM (local school time) on the last Friday before the commencement of the course, no tuition fees will be re-funded.
- Summer Junior Program Refund Policy – 90% of fees will be refunded if the course is cancelled, in writing, before May 19th. No refunds will be given for cancellations received after this point.
- Students may cancel their accommodation by providing two weeks' notification, in writing. In such cases, all unused accommodation fees will be refunded. If a student cancels their accommodation with less than two weeks' notice, in writing, all unused accommodation fees will be refunded except for the two-week notification period.
- The Airport Reception fee will be refunded if the student cancels this service, in writing, at least 7 days prior to their scheduled arrival date.
- There will be a \$120 administration fee charged for any changes to course or accommodation type or duration, including cancellations, and a \$95 materials fee upon return from break or holiday, depending on the length of break and original program duration.
- A student will be dismissed from their course and/or accommodations if they violate Canadian Law and/or Oxford International Toronto Rules & Regulations. No refunds will be issued in the case of dismissal.
- In the event that all fees are not received as a result of items such as bank wires etc., the outstanding fees due will be reduced from the tuition fees paid.

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- Refunds will be issued within 30 days of receiving written notice and only upon presentation of the original corresponding receipt. If a representative or agent has registered the student, the refund will be sent to the representative or agent.
- Refunds are normally issued by cheque. Refunds issued by other methods are subject to a service charge.

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Vancouver

If OIEG Oxford International Education Group Vancouver receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the ESL Program in which the student is enrolled if:

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> More than seven days after student signed the enrolment contract, and Before the program start date. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.

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Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 10% but before 30% of instruction hours have been provided. 	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 50% of instruction hours have been provided. 	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	

<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
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Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
<ul style="list-style-type: none"> • More than seven days after student signed the enrolment contract, and • Before the program start date. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> • No later than seven days after the program start date 	Institution may retain up

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Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
	to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> Student has completed no more than 10% of the program 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has completed no more than 10% but less than 30% of the program 	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has completed more than 30% but less than 50% of the program 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has completed 50% or more of the program 	No refund due

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by 	100% tuition and all related fees, other than application fees

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Approved Programs – All Delivery Methods	Refund Due
circumstances beyond its control.	

Ancillary Fees

- The Enrollment Fee is non-refundable.
- The Accommodation Placement fee is non-refundable.
- Students may cancel accommodation by providing two weeks' notification, in writing.

In such cases, all unused accommodation fees will be refunded. If a student cancels their accommodation, in writing, with less than two weeks' notice, all unused accommodation fees will be refunded except for the two-week notification period. Some residences will require 4- weeks or more notice to cancel. Students will be notified before booking with one of these residences if the residence requires a longer notification period.

- The Airport Reception fee will be refunded if the student cancels this service, in writing, at least 7 days prior to the scheduled arrival date.
- There will be a \$120 administration fee charged for any changes to course or accommodation type or duration, including cancellations.
- A student will be dismissed from their course and/or accommodation if they violate Canadian law and/or the Oxford International Vancouver Rules & Regulations. In case of dismissal, standard tuition refund policies will apply. Any refund will be in accordance with this refund policy.
- If all fees are not received because of items such as bank wire charges, etc., outstanding fees due will be reduced from tuition fees.
- Refunds will be issued within 30 days of receiving written notice and only upon presentation of the original corresponding receipt. If a representative or agent has registered the student, the refund will be sent to the representative or agent.
- Refunds are normally issued by cheque. Refunds issued by other methods are subject to a service charge. If fees are received through an agency, a parent, or a representative, any fees will be refunded to the source of the fee.

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- The institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

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New York

- The Enrollment Fee is non-refundable. There are no refunds for services used, like courier fees, accommodation placement fees and credit card fees.
- All tuition and accommodation fees will be refunded if an F-1 Student Visa is denied, provided that the student gives notice within reasonable time, as per the Oxford International Terms and Conditions, and provides the school with written notification from the US Embassy of this decision prior to the program commencement.
- No refunds will be issued for time off during public holidays.

Charges and refunds for cancellation or shortened courses will be calculated according to this table:

<u>Cancellation Given:</u>	<u>Charges Made:</u>	<u>Refund Given:</u>
Students must give 4 weeks' notice of changes. These weeks are counted as weeks used.		
Student withdraws from their course, in writing, more than 4 weeks prior to the start of the course.	Student will be charged for any services used (such as express mail services).	All remaining fees for unused tuition, materials and services.
Student withdraws from their course, in writing, fewer than 4 weeks prior to the start of the course, but no later than 1:00 PM on the last Friday before the start of the course.	Student will be charged for any services used (such as express mail services, materials fee. Fees for 4 weeks tuition plus a course amendment fee of \$100.	All remaining unused fees for unused tuition, materials and services.
Student doesn't arrive or withdraws after 1:00 PM on the last Friday before the start of the course (courses of up to 4 weeks).	Student will be charged for 4 weeks' tuition in lieu of notice.	No refund.
Student doesn't arrive or withdraws after 1:00 PM on the last Friday before the start of the course (courses of 5 weeks or more).	Student will be charged for 4 weeks' tuition in lieu of notice plus a course amendment fee of \$100.	All remaining unused fees for unused tuition, materials and services.

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Student shortens or amends course after starting (up to 50% of the course is complete).	Student will be charged for the new course, as requested. The school will reprice the course at the full brochure price for the new course length. Four weeks' fees must be paid in lieu of notice where shorter notice is given plus a course amendment fee of \$100.	All remaining unused fees for materials and services. 60% of the balance of remaining unused tuition fees will be refunded.
Student shortens or amends course after starting (more than 50% of the course is complete).	Student will be charged for the full course.	No refund.

- Students may cancel accommodation by providing 30 days' notification, in writing. In such cases, all unused accommodation fees will be refunded. If a student cancels their accommodation, in writing, with less than 30 days' notice, all unused accommodation fees will be refunded except for the 30 days' notification period.
- The accommodation placement fee is non-refundable.
- The materials fee is non-refundable once a 12-week block has started and is considered 'a service used'.
- The Airport Reception fee will be refunded if the student cancels this service, in writing, at least 7 days prior to the scheduled arrival date.
- There will be a USD \$100 administration fee charged for any changes to course or accommodation type or duration, including cancellations.
- A student will be dismissed from their course and/or accommodations if they violate any local or federal law and/or the Oxford International Rules & Regulations. No refunds will be issued in the case of dismissal.
- In the event that all fees are not received as a result of items such as bank wire charges, etc., the outstanding fees due will be reduced from tuition fees.
- Refunds will be issued within 45 days of receiving written notice.
- If a representative or agent has registered and paid for the student, the refund will be sent to the representative or agent.
- Otherwise, refunds are normally issued by check. Refunds may be issued by other methods but are subject to a service charge.



Student must direct any refund related communication to the local managing team of each Oxford International North America English Schools campus:

	School phone number	1st contact	2nd contact
Halifax	+1 (902) 491 - 1526	Director of Studies: Gareth Jenkins gjenkins@oxfordinternational.com	School Director: Katie Christie kchristie@oxfordinternational.com
Toronto	+1 (416) 542 - 1626	Director of Studies: Byron Chan bchan@oxfordinternational.com	School Director: Kelly Rooney krooney@oxfordinternational.com
Vancouver	+1 (604) 688 -7942	Academic Director: Nathalia Carmo ncarmo@oxfordinternational.com	VP of Language Programs: Alex Dolata adolata@oxfordinternational.com
New York	+1 (212) 967 - 9927	Director of Studies: Jamie Grafton jgrafton@oxfordinternational.com	School Director: Phillip Wright pwright@oxfordinternational.com

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