

REFUND POLICY

Refunds in Cases of Withdrawal or Dismissal

1. Refund Policy
 - a) All institutions must have a refund policy which is described, in full, on the student enrolment contract. The minimum policies acceptable to the Agency appear below. Institutions are free to adopt a policy that is more generous to the student.

 2. Written Notice
 - a) A written notice of withdrawal or dismissal must be provided:
 - i. By a student to the institution when the student withdraws, or
 - ii. By the institution to the student where the institution dismisses a student.

 3. Refund Entitlement
 - a) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 1) Refund policy for students:
- a) Refunds before the program of study begins:
 - i) If written notice of withdrawal is received by the institution less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00.
 - ii) Subject to subsection 1) a) i), if written notice of withdrawal is received by the institution 30 calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00.
 - iii) Subject to subsection 1) a) i), if written notice of withdrawal is received by the institution less than 30 calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00.

 - b) Refunds after the program of study starts:
 - i) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition and fees due under the contract.
 - ii) If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition and fees due under the contract.
 - iii) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.