

## Refund Policy

- 1) A student may be entitled to a refund of tuition fees in the event that:
  - (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
  - (b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition 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.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) **Refund policy for students:**
  - (a) Refunds **before** the program of study begins:
    1. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$750.00.
    2. Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1000.
  - (b) Refunds **after** the program of study starts:
    1. 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 due under the contract.
    2. 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 due under the contract.