

## REFUND POLICY

### Refund Eligibility:

1. All refund requests must be submitted in writing or email with all supporting
2. The application fee is non-refundable in any circumstances.
3. The Program will not issue a refund on health insurance after the Program start date.
4. Homestay fees will be prorated based on departure dates determined case by case.
5. A full refund, less application fee, will be given to a student who shows a proof that the Study Permit was not granted by the Immigration, Refugees and Citizenship Canada (IRCC). \* Please note that all students are required to obtain a study permit to enter Canada at this time, regardless of length of study. We will update this as IRCC rules change.
6. Normally, refunds will not be provided after the published deadlines. Students with exceptional medical reasons may be given special consideration.

### Cancellation prior to arrival:

Students, who withdraw prior to the start of the Program, will have full refund of tuition, homestay, health insurance, any relevant academics fees, and less application and \$500 administrative fees.

### Cancellation after arrival:

#### 1. Full Year Students:

- a) If withdrawn by September 30<sup>th</sup>, will receive a full refund of tuition and remaining homestay fees, minus \$500 added administrative fee.
- b) If withdrawn after September 30<sup>th</sup> and before February 28<sup>th</sup>, will receive 50% of the second semester tuition and all unused homestay fees.

#### 2. Fall Semester Students:

- a) If withdrawn by September 30<sup>th</sup>, will receive a full refund of tuition and remaining homestay fees, minus \$500 added administrative fee.
- b) If withdrawn after September 30<sup>th</sup>, there will be no refund of remaining tuition. Only remaining homestay fees will be refunded.

#### 3. Spring Semester Students:

- a) If withdrawn by February 28<sup>th</sup>, will receive 50% of the remaining tuition and all unused homestay fees, minus \$500 added administrative fee.
- b) If withdrawn February 28<sup>th</sup>, there will be no refund of remaining tuition. Only remaining homestay fees will be refunded.

4. Any transportation or additional expenses to return a student home, incurred by the program, will be deducted from the refund.
5. No refund of tuition will be paid if a student is dismissed from the Program due to a violation of school or program rules. Remaining homestay fees, and application fees may be refunded on a case by case basis and determined by the program.
6. Students who become Landed Immigrants after **September 30<sup>th</sup>** of the current school year will not be eligible for a refund of tuition. Remaining homestay fees (if applicable) will be refunded upon written request. All refunds are at the discretion of the program and are looked at on a case by case basis.
7. Qualicum School District No. 69 is not liable for losses/expenses that may incur as a result of the District being unable to provide education owing to labour dispute, inclement weather conditions or other causes beyond its control. The District is not obliged to provide refunds under these circumstances. Any inaccuracy in the application submission is ground for the District to terminate the application and send the student home without refund and at the parent's own expense.

### **APPLICATION and PROGRAM EXTENTION DEADLINES**

#### **Application Deadlines:**

**1<sup>st</sup> Semester (September – January) application deadline: May 15, space pending.**

**2<sup>nd</sup> Semester (February – June) application deadline: November 15, space pending.**

\* Any applications received after these dates will be reviewed case by case and there is no guarantee a seat will be available.

#### **Program Extensions:**

1. All extensions should be submitted in writing and received by ISP office by **October 15** (February – June) or **May 15** (September – January). Any requests received after these dates will be reviewed case by case and may be placed on a waitlist in the order received.
2. A non-refundable reservation fee of \$500 will be required to hold a seat in the Program. This deposit will be applied to tuition fees and is payable by the date noted in the invoice.