



# Canada College Language Department

## Tuition Refund Policy

**Effective Date: July 1<sup>st</sup> 2024**

### 1. Purpose

Canada College is committed to providing transparent, fair, and student-centered policies regarding tuition fees and refunds. This Refund Policy applies to all students enrolled in English as a Second Language (ESL), French as a Second Language (FSL), English for Academic Purposes (EAP), Test Preparation, and other language training programs offered by the Canada College Language Department.

### 2. Definitions

**Program Start Date:** The first scheduled day of instruction.

**Tuition Fees:** Fees charged for language instruction.

**Non-Tuition Fees:** Registration fees, administrative fees, courier fees, bank charges, insurance fees, accommodation placement fees, and other third-party costs.

### 3. Refunds Before Program Start

#### 3.1 Student Withdrawal More Than 30 Days Before Program Start

Students who cancel their enrollment more than thirty (30) calendar days before the program start date are entitled to:

- A refund of all prepaid tuition fees.

#### 3.2 Student Withdrawal Within 30 Days Before Program Start

Students who cancel enrollment less than thirty (30) calendar days before the program start date are entitled to:

- A refund of prepaid tuition fees less:
  - Administrative fee (up to CAD \$250); and
  - Any non-recoverable costs incurred by the College.

#### **4. Visa or Study Permit Refusal**

Students whose study permit, temporary resident visa, or entry authorization is refused by Immigration, Refugees and Citizenship Canada (IRCC) shall be eligible for:

- A full refund of tuition fees paid

The student must submit:

- Written refund request;
- Official refusal letter issued by IRCC.

The refund request must be submitted within twelve (12) months of the refusal date.

#### **5. Refunds After Program Commencement**

##### **5.1 Withdrawal During the First Week**

Students who withdraw during the first week of instruction may receive:

- A refund of unused tuition corresponding to future weeks of study.

##### **5.2 Withdrawal After the First Week**

After the first week of instruction:

- Tuition fees become non-refundable for the current week already commenced.
- Refunds may be granted for future unused weeks of study, less administrative charges.

##### **5.3 No Refund Situations**

No refund will be issued when:

- A student is suspended or expelled for disciplinary reasons.
- A student voluntarily leaves without written notice.
- A student fails to attend classes.
- A student is dismissed due to violation of College policies.
- A student is refused admission due to providing false or misleading information.

## **6. Accommodation Refunds**

Accommodation fees are subject to separate accommodation agreements.

Where accommodation is arranged through Canada College:

- Four (4) weeks written notice is generally required.
- Placement fees are non-refundable once accommodations have been secured.
- Refunds are subject to host family, residence, or housing provider policies.

## **7. Medical Emergencies and Compassionate Circumstances**

Canada College may consider exceptional refund requests in cases such as:

- Serious illness;
- Medical emergencies;
- Death of an immediate family member;
- Other documented compassionate circumstances.

Supporting documentation may be required.

Approval remains at the sole discretion of the College.

## **8. Program Cancellation by Canada College**

If Canada College cancels a program before the start date, students may choose:

1. A full refund of all tuition fees paid; or
2. Transfer to another available program without penalty.

If Canada College cancels a program after commencement, students will receive a prorated refund for the unused portion of tuition.

## **9. Refund Processing**

- All refund requests must be submitted in writing.
- Refunds will normally be processed within thirty (30) business days after approval.
- Refunds will be issued to the original payer whenever possible.
- Bank charges, wire transfer fees, currency exchange losses, and third-party service fees may be deducted where applicable.

## **10. Student Protection**

Canada College Language Department is committed to ethical recruitment, accurate information, transparent fee practices, and fair treatment of students in accordance with recognized best practices for language education in Canada.

### **Contact Information**

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**Policy Review Date:** Annually, Last updated: February 24, 2026

**Approved By:** Canada College Language Department Administration