



Canada College Language Department

Tuition Refund Policy

Effective Date: July 1st 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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Approved By: Canada College Language Department Administration