

# blanche macdonald centre

## REFUND POLICY

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>• At least 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>• More than seven days after the student and institution signed the enrolment contract, and</li> <li>• Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> <li>• After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>• After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>• After the program start date, and when 30% or more of instruction hours have been provided.</li> </ul>	No refund is required. Institution must refund fees paid for course materials if not provided to the student.

Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition.  Institution must refund fees paid for course materials if not provided to the student.</p>

Institution receives a refusal of study permit (applies to International Students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>

After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition.  Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	<p>Institution may retain up to 50% of the tuition.  Institution must refund fees paid for course materials if not provided to the student.</p>

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).