

REFUND POLICY 2023-2024

All refund requests must be made in writing and sent to the Sir Wilfrid Laurier School Board International Student Program office at isprefunds@swlauriersb.qc.ca.

Please note the following are non-refundable in all cases:

- \$200 CAD Application Fee
- \$200 CAD Deferral Fee

YOUTH SECTOR

- A **FULL refund** excluding the \$200 CAD application fee will be granted in the event that a visa application, filed prior to the appropriate deadlines mentioned in this agreement, is refused by the Canadian or Quebec Government (a copy of the refusal letter must be included).
- A **FULL refund** excluding the \$200 CAD application fee and a \$1000 administrative fee will be granted if the student withdraws prior to the start of the program.
- A **PARTIAL** refund excluding the \$200 CAD application fee, the \$1000 CAD administrative fee and the amount representing the value of services performed until the date of withdrawal as well as the fees and expenses incurred to provide these services, will be granted if a student withdraws or is expelled after the start of the program.
- In the event that a student becomes eligible to an exemption of tuition fees (i.e. change of immigration status throughout the course of the school year), a **PARTIAL** refund excluding the \$200 CAD application fee, the \$1000 CAD administrative fee and the amount representing the value of services performed until the date of eligibility as well as the fees and expenses incurred to provide these services may be granted. A copy of all relevant documentation will be required in order to assess eligibility.

VOCATIONAL TRAINING

- Students who receive a refusal letter for their visa application by the Canadian or Quebec Government will be entitled to a **FULL refund** except for the \$200 application fee. To be considered for a refund due to a visa denial, the refusal letter must be submitted with the refund request. *Please note this is the only request where the \$1000 tuition fee deposit may be refunded.*
- Students who withdraw in writing 30 days or more, prior to the start of the program, will be entitled to a refund of the tuition fees. *The \$1000 tuition fee deposit is not refundable.*
- Students who withdraw in writing less than 30 days prior to the start of the program, will be entitled only to 50% of their first tuition fee payment, as required by our payment structure. Any overpayment the student may have made will also be refunded. *The \$1000 tuition fee deposit is not refundable.*
- Students who withdraw after the start of the program will be responsible for tuition payments as required by the SWLSB payment structure and are therefore not entitled to a refund. Any tuition fees that are not due on the date of the withdrawal will be cancelled and refunded if paid in advance. *The \$1000 tuition fee deposit is not refundable.*

NOTES

The student will be responsible for all additional expenses including their travel arrangements to go back home. The school board does not assume responsibility for the impact of foreign currency exchange, bank fees or related matters outside our control. All eligible refundable fees will be issued to the same payment method with which fees were paid. Please consider this when using a credit card for payment, this includes if someone is paying on your behalf.

For bank draft/direct deposit refunds and wire transfer refunds, kindly provide the information below when submitting a request.

BANK DRAFT/DIRECT DEPOSIT REFUND

- Student name, program and ID (client #)
- Beneficiary's name (if other than the student, please indicate relationship)
- Beneficiary's address
- Account number
- Transit number
- Institution number
- Refusal letter from Immigration (if applicable) or brief explanation on the reason for the refund request

WIRE TRANSFER REFUND

- Student name, program and ID (client #)
- Beneficiary's name (if other than the student, please indicate relationship)
- Beneficiary's address
- Bank's name
- Bank's address
- Account number
- Transit number (if available)
- SWIFT code
- Refusal letter from Immigration (if applicable) or brief explanation on the reason for the refund request

Kindly allow 4-6 weeks for processing. We will notify you if additional information is required.

DEFERRALS

Students who wish to defer intakes must do so in writing a minimum of 30 days prior to the start of class. (\$200 change of program fee applies). Applicants may defer their admission up to a maximum of two (2) times. Subsequent deferrals will be considered new applications and a new application fee will apply.

Students who do not confirm their placement or who have not formally requested a deferral 30 days prior to the start of the program may be considered withdrawn and will forfeit their \$1000 tuition fee deposit.

The Sir Wilfrid Laurier School Board reserves the right to cancel or delay the start of a program due to:

- **Insufficient registrations to start a cohort**
- **Lack of space**

In this case, students will have the choice to wait for the next available intake or will be granted a full refund with the exception of the application fee and/or deferral fee.

For any additional information about our payment and refund policy, or if we can improve your experience with our payment methods, please email us at isp@swlauriersb.qc.ca.