

REFUND POLICIES - CANADA

TUITION REFUND POLICY FOR GV VANCOUVER AND GV VICTORIA *

A student may be entitled to a refund of tuition fees in the event that:

- 1.a The student provides written notice to the school that he or she is withdrawing from the program; or
 - 1.b The school provides written notice to the student advising that the student has been dismissed from the program.
1. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
 2. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
 3. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the school is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
 4. If the school has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
 5. Refund policy for students before the program of study starts:
 - 5.a If written notice of withdrawal is received by the school within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the school may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
 - 5.b If written notice of withdrawal is received by the school 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the school may retain 10% of total tuition only due under the contract to a maximum of \$1000.
 - 5.c Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the school less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the school may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
 6. Refund policy for students after the program of study starts:
 - 6.a If written notice of withdrawal is received by the school or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the school may retain 30% of the tuition due under the contract.
 - 6.b If written notice of withdrawal is received by the school, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the school may retain 50% of the tuition due under the contract.
 - 6.c If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
 7. Where a student did not meet the school's specific minimum requirements for admission through no misrepresentation or fault of their own, the school must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
 8. Refunds owed to students must be paid within 30 days of the school receiving written notification of withdrawal and all required supporting documentation, or within 30 days of a school's written notice of dismissal.

* In Accordance to the Guidelines of the Ministry of British Columbia.

TUITION REFUND POLICY FOR GV TORONTO AND GV CALGARY

The Registration Fee is non-refundable at all times except in the case where the student visa has been rejected, where a partial refund is available (see section 3).

To apply for a tuition refund, the student or agent must submit a written notice of withdrawal no later than 30 days after the start date specified on the letter of acceptance. There are no refunds for classes missed due to holiday, graduation, orientation, and/or other situations beyond the school's control.

In this policy, the word "program" refers to the full cycle of studies to which the student registered. All refunds apply based on the assumption that the full payment has been received.

1. Effective before the start date
 - 1.a If a student cancels 30 days or more before the start of the program, the school will retain 25% of the fees due under the contract and refund 75% of the fees to the student.
 - 1.b If a student cancels less than 30 days before the start of the program, the school will retain 40% of the fees due under the contract and refund 60% of the fees to the student.
2. Effective after the start date
 - 2.a If a student cancels (or is dismissed) within 5 calendar days of the start date of the program, the school will return 50% of all unused tuition fees paid under the contract.
 - 2.b No refund will be paid if a student cancels (or is dismissed) when more than 5 days of the program have been completed.
 - 2.c Refunds on postponed starting dates are based on the original start dates (applies also to students transferring from one GV school to another).

PROGRAM CANCELLATION OR REDUCTION POLICY

3. Program Cancellation or Reduction Administration Fees
 - 3.a A program cancellation or program reduction fee of \$110 will be applied when students cancel or reduce the number of weeks they wish to study after they receive their original letter of acceptance.
 - 3.b Should a student visa be rejected by a Canadian Embassy, the rejection letter should be submitted to the school. On receipt of the official rejection letter, the institution will refund all tuition, registration and refundable accommodation fees paid, less \$85 for administrative costs.

HOMESTAY REFUND POLICY

4. If written cancellation notice is given 12 weeks or more before beginning of homestay, all money will be refunded including Homestay Placement Fee.
5. If written cancellation notice is given less than 12 weeks before beginning of homestay, all money will be refunded except for the Homestay Placement Fee.
6. For after commencement of Homestay:
 - 6.a The student should inform the GV Homestay Office in writing three weeks before the end of the homestay period if he/she decides to terminate the agreed homestay period. If the notification period is less than 3 weeks, then in addition to the non-refundable notification period, a \$150 cancellation fee will apply.
 - 6.b If the host family has failed to meet the Homestay conditions, the student will be moved to another Homestay, and there will be no refund given for the period of homestay already used.

All policies subject to change. Please check www.gvenglish.com for updates.