

## Vancouver Refund Policy

### Tuition Refund

1. If OIEG Oxford International Education Group/Eurocentres Vancouver receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the ESL Program in which the student is enrolled if:
  - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. OIEG Oxford International Education Group/Eurocentres Vancouver will refund the tuition for the ESL Program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, OIEG Oxford International Education Group/Eurocentres Vancouver may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the ESL Program is provided solely through distance education, if OIEG Oxford International Education Group/Eurocentres Vancouver receives a notice of withdrawal from a student:
  - a. more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a

- ii. maximum of \$1,000.
    - iii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - b. after the contract start date
    - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 5. Unless the ESL Program is provided solely through distance education, if OIEG Oxford International Education Group/Eurocentres Vancouver provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 6. If OIEG Oxford International Education Group/Eurocentres Vancouver provides the ESL Program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 7. OIEG Oxford International Education Group/Eurocentres Vancouver will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
- 8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

- a. of the date OIEG Oxford International Education Group/Eurocentres Vancouver receives a student's notice of withdrawal,
  - b. of the date OIEG Oxford International Education Group/Eurocentres Vancouver provides a notice of dismissal to the student,
  - c. of the date that the registrar provides notice to OIEG Oxford International Education Group/Eurocentres Vancouver that the institution is not complying with section 1(c) or 2 of this policy, or
  - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to OIEG Oxford International Education Group/Eurocentres Vancouver, sections 1(a), 1(b), 4, 7, **Error! Reference source not found.** and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
- a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
  - b. or the OIEG Oxford International Education Group/Eurocentres Vancouver is provided solely through distance education.

### **Ancillary Fees Refund Policy**

1. The Enrollment Fee is non refundable
2. The Accommodation Placement fee is non refundable
3. Students may cancel accommodations by providing two weeks' notification, in writing. In such cases, all unused accommodation fees will be refunded. If a student cancels his/her accommodations, in writing, with less than two weeks' notice, all unused accommodation fees will be refunded except for the two-week notification period. Some residences will require 4- weeks' or more notice to cancel. Students will be notified before booking with one of these residences if the residence requires a longer notification period.
4. The Airport Reception fee will be refunded if the student cancels this service, in writing, at least 7 days prior to the scheduled arrival date.
5. There will be a \$110 administration fee charged for any changes to course or accommodation type or duration, including cancellations.
6. A student will be dismissed from his/her course and/or accommodations if he/she violates Canadian law and/or the Oxford International Vancouver/Eurocentres Vancouver Rules & Regulations. In the case of dismissal, standard tuition refund policies will apply. Any refund will be in accordance with this refund policy.

7. In the event that all fees are not received as a result of items such as bank wire charges, etc., outstanding fees due will be reduced from tuition fees.
8. Refunds will be issued within 30 days of receiving written notice and only upon presentation of the original corresponding receipt. If a representative or agent has registered the student, the refund will be sent to the representative or agent.
9. Refunds are normally issued by cheque. Refunds issued by other methods are subject to a service charge. If fees are received through an agency, a parent, or a representative, any fees will be refunded to the source of the fee.

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