

Vancouver Refund Policy

1. The Enrolment Fee and Accommodation Placement Fee are non-refundable.
2. All tuition, course materials and accommodation fees will be refunded if a Study Permit is denied, provided that the student gives notice within reasonable time, as per the Oxford International/Eurocentres Vancouver Study Permit Application Condition, and provides the school with written notification from Immigration Canada of this decision prior to the program commencement.
3. Refunds before the program starts:
 - a. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction, or if the contract is made less than 7 days before the contract start date and the institution receives written notice of withdrawal between the date the student signed the student enrolment contract and the contract start date, the student is entitled to have all tuition fees refunded.
 - b. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
 - c. If written notice of withdrawal is received by the institution 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 institution may retain 20% of the total tuition due under the contract to a maximum of \$1300.
4. Refunds after the program of study starts:
 - a. If written notice of withdrawal is received by the institution or a student is dismissed up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain 30% of the tuition.
 - b. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain 50% of the tuition.
 - c. If a student withdraws or is dismissed after 30% of the hours of instruction to be provided during the contract term have been provided, no refund is required.
5. Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
6. 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-

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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.

7. 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.
8. There will be a \$110 administration fee charged for any changes to course or accommodation type or duration, including cancellations.
9. 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.
10. In the event that all fees are not received as a result of items such as bank wire charges, etc., the outstanding fees due will be reduced from tuition fees.
11. 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.
12. 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 fees.