

International Gateway Kelowna

REFUND POLICY

Effective Date January 4 ,2021

Application, Homestay Application and Bank fees are non-refundable once the application has been made and letters of acceptance and homestay confirmations are sent.

Visa Denial: You are entitled to receive a full refund of the tuition fees (and any applicable administration and services fees) if you are unable to obtain lawful entry to Canada for the purpose of studying at IGK. To be issued a refund, you must provide documentation from the Canadian Embassy stating that your visa to enter Canada was denied. Students applying through an agent must contact the agent directly for a refund. All students who have been denied a Study Permit or Visitor Visa from the Canadian Embassy must return their original Letter of Acceptance and supporting documents issued by the IGK office.

Program Cancellation: You are entitled to receive a full refund of the tuition fees (excluding some administration and services fees, see below) if the cancellation request is received 30 days before the program start date. If the cancellation request is received *less* than 30 days before the program begins and no proof of visa denial is submitted, you are entitled to receive a tuition fee refund minus 10% of the total.

1-Program cancellation requests must be submitted to the IGK office by email (directly to the coordinator in charge or to admissions@igcanada.com).

2-The application fee (\$150CAD) is non-refundable.

3-The homestay placement fee (\$200CAD) is non-refundable, regardless of visa denial.

4-If provided, the custodianship letter fee (\$150CAD) is non-refundable.

5-Please note that a wire transfer fee (\$45CAD) for *any international* refund will also be charged.

6-In addition, there is a (\$250 CAD) cancellation processing fee for students who want to do any type of refund.

Program / Registration Change: Except for cases of visa denials or delays, any program and/or registration change request made after the invoice has been issued is subject to a \$100CAD administration fee (applied to the new invoice to be provided). Extenuating circumstances will be taken into consideration.

Up to 28 days before program begins 90% of tuition is refund

Up to 10 days before program begins 75% of tuition is refund

Up to 10% of course completed 50% of tuition is refund

Up to 25% of course completed 30% of tuition is refund

Up to 49% of course completed 10% of tuition is refund

50% and up of course completed NO REFUND.

Volunteer Placements:

No refund once the placement is made and after students' arrival.

TESOL Certificate Program (online and in-class)

No refund once the payment is made unless the program is cancelled.

Homestay Program:

1- The homestay payment OR the invoice payment should be made at least 4 weeks in advance and definitely no later than 2 weeks before the student arrives. Any last-minute payment should be done with a quicker method of payment such as using a credit/debit card instead of wire transfer which may take up to 5 weeks to clear. Please be aware of the bank charges when making the payment; the total amount on the invoice should be received by the school, and therefore please include any bank charges when making the payment. Bank charges may vary and could be around 2 to 4% for card payments and as much as 75\$ for wire transfer. Please consult your bank for details.

2-Summer Season is June 1, 2021 - Sept 4, 2021 (inclusive).

3-ADULTS is 19 years old & up

4-Homestay Extension requests are subject to family availability. If the request for extension is not submitted 2 weeks in advance, students will risk not being able to live with their current family and will have to pay a re-arrangement fee. (If the same family not available upon 2 weeks' notice student will arrange different family without charge re-arrangement fee.)

5-During the Summer Season, we strongly suggest that the student requests and pays for the homestay for the entire period. Otherwise, the student may have to pay a new re-arrangement fee if they want to extend. Also, space is subject to availability.

6-The student will receive the homestay profile only after flight information and full payment are received by IGK. The homestay profile information will be issued a maximum of 2 weeks before the student arrives.

7-A shared room may contain 1 double or 2 single beds. This option is subject to availability and available only for friends/family members arriving together and staying for the same period.

8-“Full board” consists of 3 meals per day (breakfast, packed lunch, and dinner), and “half board” consists of 2 meals perday (breakfast and dinner).

9-Placement and re-arrangement fees are charged when a new homestay family is arranged before or after arrival.

10-Check-in/check-out is either Saturday to Saturday or Sunday to Sunday. Check-in must be after 12:00 noon. Check-out must be before 12:00 noon. If you wish to leave after 12:00 noon additional 1 day homestay fee will be charged. A Single Night Fee will be applied for any stay of less than 7 nights.

11-Students wishing to leave their homestay earlier than their scheduled departure date must give a written notice at least 4 weeks prior to the new departure date to the school as well as the host family. Students failing to do so will be charged 4 weeks’ homestay fee.

Give a Notice of Cancellation Before Check in

-4 weeks or more before check in

100% of homestay fees*

-Less than 4 weeks before check in

100% of homestay fees minus first 2 week fees*

Give a Notice of Cancellation move out After Chek-in Date

4 weeks or more before check out date

100% of remaining homestay fees minus 4 week fees*

Less than 4 weeks before the new check out date

No Refund

Pick up and drop off services must be cancelled at least 1 week prior to arrival for a full refund. Otherwise no refund will be made on this service fees.

*Homestay Placement fee is non-refundable. Homestay fees for package prices are non-refundable. In case of a visa denial, the school must receive the official letter from the Consulate within one week of the issue date for a refund of 100% minus the Placement Fee to be made.

***USD fees** are calculated based on exchange rates on the day when the invoice is written. No changes in rate fluctuations will be considered for payment.