



## **INTERNATIONAL GATEWAY LANGUAGE ACADEMY & COLLEGE -KELOWNA**

### **REFUND POLICY- EFFECTIVE SEPTEMBER 1,2021**

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1. If the IGK receives tuition from the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - a) The IGK 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 IGK 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 IGK does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The IGK will refund the tuition for the 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, IGK 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 program is provided solely through distance education, if IGK 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, IGK may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - (ii) less than 30 days before the contract start date, IGK may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

b) and 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, IGK may retain up to 50% of the tuition due under the student enrolment contract.

5. Unless the program is provided solely through distance education, if the IGK provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

a) 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.

b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, IGK may retain up to 50% of the tuition due under the student enrolment contract.

6. If the IGK provides the 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 at least 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. The IGK 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 the institution receives a student's notice of withdrawal,
  - b) of the date the institution provides a notice of dismissal to the student,
  - c) of the date that the registrar provides notice to IGK 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 the institution, sections 1(a), 1(b), 4, 7, 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, or
  - b) the program is provided solely through distance education.
10. Change of schedules is considered the same as withdrawal. i.e. for a schedule change of Full-Time Intensive (30 hours/week) to Full-Time (25 hours/week), you will have to withdraw from the whole program and re-apply for the Full-Time program.

- **HOMESTAY REFUND POLICY**

- 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 calculated from June 1 to Sept 4 (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 per day (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 Check-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.