

Refund Policy			
<b>Revision Number</b>	N/A	<b>Accountability</b>	President
<b>Policy Number</b>	302	<b>Operational Responsibility</b>	Director of Finance
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<b>Approval Authority</b>	Board of Directors	<b>Next Review</b>	January 2030

# REFUND POLICY

Refunds will be made within thirty (30) calendar days after the applicant's/student's written withdrawal request and all required documents for refund have been received by the finance department or within thirty (30) calendar days after written notice of dismissal is issued by the College and all required documents for a refund have been received by the finance department. All students will be subject to the institutional refund policies.

## Degree Programs

Refund entitlement is calculated on the total fees due under the enrolment contract, less the applicable non-refundable Application and Assessment Fees. Where total fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a student may be required to pay for amounts due under the contract. Refunds will be made to the original account/payment method used to pay tuition.

All international degree students are required to pay a non-refundable tuition deposit upon registration. Students will be removed from any unpaid course/s and lose their non-refundable deposit if the College does not receive payment before the published deadline.

REFUND POLICIES FOR INTERNATIONAL STUDENTS IN DEGREE PROGRAMS (Who have paid the required Tuition Deposit and received a Letter of Acceptance (LOA))	
<b>Withdrawal from degree program before Student has registered in courses for their first term:</b>	
<b>Study Permit Status Amount</b>	<b>Amount Retained by LaSalle College Vancouver (LCV)</b>
Received	100% of the tuition deposit quoted in the Letter of Offer (LOO)
Denied (Proof of Study Permit Denial Letter required)	\$150.00 (Administrative and Application Fees)
<b>After Student has been registered in their first term of study:</b>	
<b>Withdrawal Period / Student Dismissal</b>	<b>Amount Retained by LCV</b>
After the Enrolment Agreement (EA) has been signed and before the start of the first term	100% of the tuition deposit quoted in the LOO
At any point after the first day of classes of the first academic term as outlined in the EA	100% of the total fees for the term under the EA including textbooks, health insurance and applicable fees

<b>After Student has completed their first term of study and signed an Enrolment Agreement (EA):</b>	
<b>Withdrawal Period / Student Dismissal</b>	<b>Amount Retained by LCV</b>
After the EA has been signed and before the start of the term	30% of total term tuition and fees under the EA plus applicable fees, fines or dues owing
During the add/drop period	50% of total term tuition and fees under the EA plus applicable fees, fines or dues owing
After the add/drop period (withdrawal deadline)	100% of the total term tuition and fees under the EA (no refund)

<b>REFUND POLICIES FOR DOMESTIC STUDENTS IN DEGREE PROGRAMS</b> <i>(Who have received a LOA)</i>
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<b>Withdrawal from degree program after student has signed EA for their first term:</b>	
<b>Withdrawal Period / Student Dismissal</b>	<b>Amount Retained by LCV</b>
After the EA has been signed and before the start of the term	If written notice of withdrawal is received by LCV before the start date defined on the EA, the student will receive a full refund of tuition paid.
During the add/drop period	30% of total term tuition and fees under the EA plus applicable fees, fines or dues owing
After the add/drop period (withdrawal deadline)	100% of the total term tuition and fees under the EA (no refund)

<b>After Student has completed their first term of study and signed an EA for each additional term:</b>	
<b>Withdrawal Period / Student Dismissal</b>	<b>Amount Retained by LCV</b>
After the EA has been signed and before the start of the term	30% of total term tuition and fees under the EA plus applicable fees, fines or dues owing
During the add/drop period	50% of total term tuition and fees under the EA plus applicable fees, fines or dues owing
After the add/drop period (withdrawal deadline)	100% of the total term tuition and fees under the EA (no refund)

**Other Refund Policy Requirements for both International and Domestic Students:**

- Where a student is deemed not to have met the institutional and/or program-specific minimum requirements for admission, LCV must refund all fees paid under the contract, less the applicable non-refundable assessment fee.
- Application fee, student fees, textbooks, fines, dues owing, financial penalties and taxes are non-refundable. Outstanding tuition fees owing will be deducted from the amount refunded.
- Where a student's tuition has been paid in part or in whole by a recognized student aid program, the College may be required to refund the funding party before any refund is payable to the student.
- Where the College provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the College may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
- In the event of a fully documented circumstance that prevents the student from completing the program, the student may appeal for an exception to this Refund Policy to the College Financial Appeals Committee.
- The calculation of refunds is based upon the date of the written notice of withdrawal sent by the student, or the date of the written notice of dismissal issued by LCV.
- Refunds for students or applicants who paid by credit card and cancel/do not start are subject to an administrative fee of 2% of the total amount paid.

## Diploma and Certificate Programs

Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable Application and Assessment Fees. Where total fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a student may be required to pay for amounts due under the contract. Refunds will be made to the original account/payment method used to pay tuition.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, LCV receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	LCV may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, LCV provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, LCV provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	LCV may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, LCV provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	LCV may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	LCV may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	LCV may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	LCV may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
LCV receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, LCV receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	LCV may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, LCV provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
<ul style="list-style-type: none"> <li>No later than seven days after the program start date</li> </ul>	LCV may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% of the program</li> </ul>	LCV may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% but less than 30% of the program</li> </ul>	LCV may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	LCV may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders LCV to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
LCV does not provide a work experience	
<ul style="list-style-type: none"> <li>LCV fails to provide the work experience within 30 days of the contract end date, unless the registrar determines LCV was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

- Where the College provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the College may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
- Where a student's tuition has been paid in part or in whole by a recognized student aid program, the College may be required to refund the funding party before any refund is payable to the student.
- In the event of a fully documented circumstance that prevents the student from completing the program, the student may appeal for an exception to this refund policy to the College Appeals Committee.
- The calculation of refunds is based upon the date of the written notice of withdrawal sent by the student, or the date of the written notice of dismissal issued by LCV.