

## Refund Policy – CSNN Vancouver Branch

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date, institution receives a notice of withdrawal (applies to all students)</b>	
<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% 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>• At least 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>• More than seven days after the student and institution signed the enrolment contract, and</li> <li>• Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
<b>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)</b>	
<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>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<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>	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</b>	
<ul style="list-style-type: none"> <li>• Student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Institution receives a refusal of study permit (applies to international students requiring a study permit):</b>	
<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:               <ol 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> </ol> </li> <li>• Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
<b>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</b>	
<ul style="list-style-type: none"> <li>• Student completed up to 30% of the program.</li> </ul>	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>• Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<p>Institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show). Refund Clarification: The institution will not refund the Archiving Fee after the program start date or Interest Fee after the first tuition payment. If a refund is due and the student has paid for but not received textbooks from the institution, the institution will refund the fees charged for these items.</p>	