

REFUND POLICY

The registration fee, all placement fees are non-refundable in ALL cases.

Students have a 48-hour contract cancellation period before signing the registration contract. Please consider when applying that student authorization or visitor visas may take up to several weeks to process.

I. REJECTED VISA AND/OR STUDY PERMIT WITH LOA ISSUED BY RCIIS

Students who are unable to obtain the necessary permits to enter Canada will receive a 100% refund of their tuition fees and material fees **minus the registration fee**.

If your visa or study permit has been rejected, you must provide the official refusal letter that is associated with the most recent LOA before any refund can be processed. If you cannot provide the official letter of refusal related to the most recent LOA, the refund request will be treated as a **clause II: CANCELLATION AFTER RECEIVING A VISA OR/AND STUDY PERMIT**.

If the registration fee was waived as part of a promotion, and your visa was rejected, a fee of \$175 will be deducted from the total refund amount.

II. CANCELLATION AFTER RECEIVING A VISA OR/AND STUDY PERMIT

There are no refunds of any fees for applicants who have successfully received their visa, study permit, or study permit extensions by using the Letter of Acceptance, Letter of Enrolment, and/or any other documents and assistance from RCIIS.

III. CANCELLATION BEFORE THE START OF THE PROGRAM WITHOUT RCIIS LOA ISSUED

If RCIIS receives written notice of withdrawal from the student the following amounts will be **deducted**:

Withdrawal Notice	Total Tuition Fee	Total Material Fee
31 calendar days or more before the start date	25%	25%
30 calendar days or less before the start date	50%	50%

If the school does not receive written notice of cancellation or deferral, the student's attendance will be counted from the original starting date in every case. If you withdraw after deferring we will deduct deferral fee (refer to: **V. DEFERRALS**) on top of the cancellation fee.

IV. CANCELLATION AFTER THE START OF THE PROGRAM WITHOUT RCIIS LOA ISSUED

Based on how much of the course has been completed the following amounts will be **deducted**:

Program Completion	Total Tuition Fee	Total Material Fee
0-10%	50%	50%
11-30%	70%	70%
31%+	No refund	No refund

If for any reason, a student is dismissed from RCIIS, **no refund** will be made for the remainder of their tuition or material fee.

Tuition and material fees are non-transferable.

For students studying as part of a package, there will be **no refunds** for the cancellation of individual programs within the package.

V. ABSENCE / VACATION

Students absent from class for **5** or more consecutive days without notifying the school in writing, will be removed from the class list and may have to re-enter the program. Tuition and material fees cannot be extended during unapproved absence for any reason; therefore, you will not receive a Letter of Attendance from the school.

VI. DEFERRALS

In the case of a deferral there will be an additional charge based on the table below:

Deferral	Before the start date	On or after the start date
First time	10% of tuition and material fee	25% of tuition and material fee *RCIIS will determine when you can start
Additional times	20% of tuition and material fee	30% of tuition and material fee *RCIIS will determine when you can start

Deferral requests must be given to RCIIS in writing.

VII. APPLYING THROUGH AN AUTHORIZED REPRESENTATIVE

If a student applied through an authorized representative of RCIIS, the student must request and obtain refunds directly from the representative. RCIIS assumes students have read and given consent of the RCIIS Refund Policy when applying through their agents.

VIII. HEALTH INSURANCE AND AIRPORT PICK-UP FEES

Health insurance policy fees and airport pick-up fees are non-refundable.

IX. HOMESTAY/ACCOMMODATION CANCELLATION

A written request received before check-in:

Time	Deduction
30+ days	Placement fee
14-29 days	Placement fee + 30% of homestay fee
0-13 days	Placement fee + 50% of homestay fee

A written request received after check-in:

If you decide to depart from homestay before your original homestay end date, you must give written notice to RCIIS at least 4 weeks before your new intended end date. From the time we receive notice, we will deduct 4 weeks of homestay fees plus a \$200 administrative fee and refund any remaining amount via the original method of payment.

***All refund amounts will be calculated based on the total tuition and material fee and Homestay fees invoiced to the student.**

**All refunds will be processed based on the original method of payment.