

School of Continuing Studies English Language Institute:

Deferral, Transfer and Cancellation/Refund Policy

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Deferral, Transfer and Cancellation/Refund Policy

Students may defer, transfer or cancel their registration at any time prior to the course start date. Students who wish to change their registration status must:

- 1) Inform YUELI in writing (by email or fax) as soon as possible of your intention to defer, transfer or cancel your registration.
- 2) Submit your request through the student portal and submit any required documents within 30 days of step #1. Please note that a separate request is required for each course to be deferred, transferred or cancelled.

Deferrals and Transfers

- Students may request to defer their registration to a future session of the same program up to two times.
- Students may request to transfer into a different program if they meet the requirements of that program.
- Any subsequent request for refund will be evaluated in reference to the start date of the new session.

Cancellations and Refund of Tuition

- Students may cancel their registration or apply for a refund at any time prior to the course start date.
- No refunds will be given for cancellations after the course start date. Please note that, for bundled courses, the refund policy is applied using the start date of the first course in the bundle.
- The amount eligible for refund differs by program.
- Tuition deposits will be withheld in the event of cancellation unless the cancellation is for one of the following approved reasons:
 - Temporary Resident Visa or Study Permit Denial (student must submit a copy of the denial letter with the cancellation form prior to the course start date in order to have the deposit penalty waived. The visa denial letter must be dated within 60 days of the start date of the first course to be canceled or transferred)
 - Course cancelled by YUELI due to low enrolment
 - Completion of Level 6 (relates to Academic Program students who have paid for future sessions only)
 - Achievement of sufficient result on IELTS, TOEFL, YELT or other admissible language proficiency test to allow student to transfer directly into the next YUELI program, or permit the student to achieve direct admission to York University (proof of York University registration required)
 - Dismissal due to Student Code of Conduct violation (applies to future course registrations only)

Processing Fees and Non-Refundable Fees:

- Deferrals and transfers are subject to the following fees and penalties:
 - \$100 processing fee for each deferral, transfer or cancellation request will be charged
 - Other penalties per course may be applicable depending on the request date and reason
- Course Cancellations and Refunds are subject to the following fees and penalties:
 - \$100 processing fee for each cancellation/refund request submitted will be charged
 - Course Registration Fees (one-time only fees paid at the time of application) are not refundable.
 - Administrative Fees (including charges for additional/express documents, and penalties for late payment or cancellation) may be charged
 - \$25 bank/wire transfer fee will be charged (if payments were originally made by bank/wire transfer)
 - Tuition Deposits are non-refundable (except if the refund is for one of the approved reasons)
 - Tutoring Fees (if applicable) are non-refundable

Refunds for charges other than tuition

- Refunds of overpayments will not be charged a processing fee (except for a \$25 bank/wire transfer fee if you originally paid by bank/wire transfer).
- Refunds of health insurance are available to students who have their own health insurance. Students must provide proof of health insurance within the first week of classes to be eligible for a refund. This refund will be exempt from a processing fee.
- Accommodation refunds will be charged the \$100 processing fee and the \$200 placement fee will be withheld for new students.

Refund Processing Time

- Refunds normally take up to six weeks to process, if the cancellation/refund request has been completed properly.
- Requests that are missing information, or are incorrect will delay processing time.
- Refunds will be made to the original payee by the original payment method (e.g. credit card, bank transfer). If you paid by more than one method then the refund will be split between all the methods of original payment. Failure to provide all relevant information will delay processing time.

Refund Schedule

	Prior to Course Start	After Course Start
Cancellation for Approved Reasons (see policy above)	Full Refund less & Non-refundable fees	No Refund
Cancellation for Other Reasons	Full Refund less Tuition Deposit & Non-refundable fees	No Refund

- Requests to cancel, defer, or transfer to a different program must be made prior to course start.
- Tuition deposit is non-refundable unless the cancellation is for one of the approved reasons.
- Refunds will be paid by the original method of payment
- Overpayments and insurance refunds will not be charged a processing fee
- Deferral to a later session is permitted up to (2) times.

Program	Tuition Deposit	Program Tuition (including deposit)
Academic Program	\$500 (each 2 month session)	\$3,195 (each 2 month session)
Destination York	\$3,000	\$9,195
Pre-Destination York	\$1,000	\$4,095
MBA/Specialized Master's Preparation Program	\$1,000	\$4,350
Graduate Studies Preparation Program	\$5,000	\$15,995
Grad. Studies Preparation Program (Fast Track)	\$2,500	\$8,795
YUBridge	\$7,000	\$22,195
Summer Immersion	\$500	\$2,150
Spring Immersion	\$500	\$2,819
Other Programs	Refer to program policy page or acceptance letter for more information.	

Non-Refundable Fees

Cancellation, Deferral or Transfer Processing Fee	\$100
Residence Placement Fee (New Student)	\$200
Surcharge for Refund by Bank/Wire Transfer Only	\$25
Tuition Registration Fee (New Student)	Refer to program policy page

All fees in Canadian (CAD) dollars

Questions?

If you have any questions regarding these policies and procedures, please contact our office for clarification. Our office hours are Monday to Thursday, 8:45am - 4:15pm EST. and Friday, 10:30am - 4:15pm EST

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Effective June 1, 2016