

Policy Name:	Program Deferral, Withdrawal, Cancellation and Refund Policy
Policy Owner:	Director, York University English Language Institute
Approved By:	SMT
Approval Date:	05/Nov/2019
Effective Date:	01/Jan/2020
Next Review Date:	23/Oct/2021
Scope:	York University English Language Institute Programs

## I. Purpose

- i. This Policy provides guidelines for students, program management and program operational staff to ensure that York University English Language Institute (YUELI) program deferrals, transfers, cancellations and refunds are managed effectively and consistently.

## II. Principles

- i. A student may defer, transfer or cancel their registration for a course up to one week prior to the course start date.
- ii. A student must inform YUELI in writing (e-mail or fax) at least one week before the start date of any intention to defer, transfer or cancel participation in a program.
- iii. Within 30 days of the written notice, the student must submit a completed deferral, transfer or cancellation request through the student portal, accompanied by the appropriate fee.  
Note: A separate request is required for each course to be deferred, transferred or cancelled.
- iv. Deferrals and Transfers
  - a. A student may defer her/his registration to a future session of the same program a maximum of two times.
  - b. A student may request to transfer into a different program if he/she meets the requirements of that program.
  - c. Any subsequent request for a refund will be evaluated in reference to the start date of the new session.
  - d. A \$100 processing fee will be charged for each deferral and transfer request.
  - e. Additional penalties per course may be applicable depending on the request date and reason.
- v. Cancellations and Refund of Tuition
  - a. Students may cancel their registration, or apply for a refund, up to one week before the course start date (Refund Deadline).
  - b. Tuition deposits will be withheld in the event of cancellation unless the cancellation is received within the Refund Deadline **AND** for one of the following approved reasons:
    - Temporary Resident Visa or Study Permit Denial.

The student must submit a copy of the denial letter with the cancellation form one

week 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 cancelled or transferred.

- Course cancelled by YUELI due to low enrolment.
- Successful completion of Level 9.

This condition relates only to Academic Program students who have prepaid for future sessions.

- Achievement of sufficient result on IELTS, TOEFL, 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.

Note: Proof of language score and York University registration is required.

- Dismissal due to Student Code of Conduct violation.

Note: Applies to any future course registrations only.

- c. No refunds will be given for any reason after the Refund Deadline.

Note: For bundled courses, the refund policy is applied using the start date of the first course in the bundle.

- d. The amount eligible for refund differs by program.

vi. Refund Fees and Eligibility

- a. A \$100 processing fee will be charged for each cancellation/refund request.
- b. Administrative Fees (including charges for additional/express documents, and penalties for late payment or cancellation) may be charged.
- c. A \$25 bank/wire transfer fee will be charged (if payments were originally made by bank/wire transfer).
- d. Course Registration Fees (one-time only fees paid at the time of application) are not refundable.
- e. Tuition Deposits are non-refundable (except if the refund is for one of the approved reasons).
- f. Tutoring Fees (if applicable) are non-refundable.

vii. Refunds for charges other than tuition

- a. Refunds of overpayments will not be charged a processing fee (except for any required \$25 bank/wire transfer fee).
  - b. Refunds of health insurance are available to students who have their own health insurance. This refund will be exempt from a processing fee.  
Note: Students must provide proof of health insurance within the first week of classes to be eligible for a refund.
  - c. Requests for refunds for accommodation fees associated with attending a program must be received before the Refund Deadline of the program.
  - d. Accommodation refunds will be charged the \$100 processing fee and the \$200 placement fee will be withheld for new students
  - e. Refunds are not provided for Airport Welcome Services.
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viii. Refund Processing

- a. Refunds will be made to the original payee by the original payment method (e.g., credit card, bank transfer). If payment was made through multiple methods, the refund will be processed similarly.
- b. Requests that are missing information or are incorrect will delay processing.
- c. Refunds usually take up to six weeks to process, once a complete request is submitted.

III. Responsibilities

- i. Approval – SMT
- ii. Review & Maintenance – Director, Operations & Organizational Effectiveness
- iii. Compliance – Departmental Management

IV. Policy Version Control

Version	Changes	Author	Approval	Approval Date	Effective Date
1.0	Initial Policy	DGP	SMT	05/Nov/2019	01/Jan/2020

V. Related Documents

- i. YUELI – Deferral, Transfer, Cancellation and Refund Procedure

VI. Definitions

N/A

VII. Appendices

- i. York University English Language Institute – Refund Schedule

### York University English Language Institute – Refund Schedule

#### Refund Eligibility

	Prior to one week before course start date	After one week prior to course start date
<b>Cancellation for Approved Reasons (see Section II.v.d above)</b>	Full Refund less Non-Refundable Fees	No Refund
<b>Cancellation for Other Reasons</b>	Full Refund less Tuition Deposit and Non-Refundable Fees	No Refund

#### Program Fees

Program	Tuition Deposit	Program Tuition (including Deposit)
Academic Program	\$500 (each 2 month session)	\$3,560 (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	\$4,450
Graduate Studies Preparation Program	\$5,000	\$16,095
Graduate Studies Preparation Program (Term 2)	\$2,500	\$8,845
YUBridge	\$7,000	\$24,545
YUBridge Term 2	\$3,500	\$12,572
Summer Immersion	\$500	\$2,090
Spring Immersion	\$500	\$2,567
Intensive Advanced Legal English Full Time	\$1,000	\$7,800
Intensive Advanced Legal English Part Time	\$500	\$4,800
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