

# Learner Accounts Policy Regarding Cancellations and Refunds

## FEE SCHEDULE

### CAREER CERTIFICATES AND DIPLOMAS, INTERNATIONAL ELL

#### Fall 2014 (September 2 to December 19)

Aug 29	Fee Deadline
Sep 15	Drop Deadline
Oct 22	Withdrawal Deadline

#### Winter 2015 (January 7 to April 28)

Jan. 6	Fee Deadline
Jan. 20	Drop Deadline
Feb 28	Withdrawal Deadline

#### Spring 2015 (May 5, 2015 - August 21)

May 4	Fee Deadline
May 19	Drop Deadline
June 26	Withdrawal Deadline

#### Fall 2015 (August 29 to December 19)\*

Aug 29*	Fee Deadline
Sep 15*	Drop Deadline
Oct 22*	Withdrawal Deadline

Dates are subject to change. You can verify the updated information at:

<http://www.bowvalleycollege.ca/ImportantDates>

(\*) Dates for Fall 2015 are estimated dates.

## REFUND INFORMATION

To request a refund, please contact the International Education Department via e-mail at [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca). Any courses cancelled by Bow Valley College will result in 100% refund of tuition and fees; the application fee is non-refundable. For refund requests due to visa denials please refer to page 2 for details.

### Non-Refundable and Non-Transferable Fees

Application Fee: \$130

Confirmation Fee (International Students): \$1500

MANDATORY FEES	CERTIFICATE & DIPLOMA PROGRAMS	INTERNATIONAL ENGLISH LANGUAGE LEARNING
Materials Fee	\$45 to \$100*	n/a
Student Services Fee	\$32	\$32
Full Time Student Association Fee	\$52	\$52
Student Health & Dental Plan	\$135	\$244

\*Varies by program; visit <http://www.bowvalleycollege.ca/fees.html> for a listing of specific materials fees by program.

Fee Deadline: Payment for all tuition and mandatory fees due.

Drop Deadline: Last day to cancel/withdraw from courses/programs and be eligible for a 100% tuition refund including the materials, student services and health and dental fees. The confirmation and the students association fees will not be refunded. After the drop deadline no refund of tuition or fees is applicable.

Withdrawal Deadline: Last day to withdraw from a course in the term with a “W” grade. Withdrawals after this date will result in a “WF” grade; no refund will be given for any tuition or mandatory fees.

To withdraw from a course/program an e-mail must be sent to [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca) with the name of the program, the start date, the full legal name of the student, the BVC ID number and the reason for the withdrawal. Failure to attend classes does not constitute a withdrawal.

### **CREDIT COURSES/PROGRAMS (CAREER CERTIFICATES AND DIPLOMAS, INTERNATIONAL ELL, ACADEMIC FOUNDATIONS)**

Notice of cancellation prior to the first day of class will result in a 100% refund of tuition and fees, excluding non-refundable application fee and non-refundable confirmation fee (if applicable).

Withdrawal from the first day of class up to and including the Drop Deadline will result in a 100% refund of tuition, materials and student services fees. Non-refundable confirmation, student association and health and dental fees will not be refunded.

Learners withdrawing after the Drop Deadline will not be eligible for a refund.

Application Fees are not refunded.

To withdraw from a course/program an e-mail must be sent to [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca) with the name of the program, the start date, the full legal name of the student, the BVC ID number and the reason for the withdrawal. Failure to attend classes does not constitute a withdrawal.

### **NON- CREDIT COURSES/PROGRAMS LONGER THAN ONE DAY IN DURATION**

Notice of cancellation prior to and including the first day of class will result in a 100% refund of tuition.

Withdrawals submitted after the end of the first day of class will no longer be eligible for a refund.

No refund will be granted after the first day of class.

### **FAILURE TO ATTEND THE PROGRAM/COURSE ON THE OFFICIAL START DATE (NO SHOW)**

Failure to attend class upon the official commencement of a program/course, without prior withdrawal notification, will be reported to the Office of the Registrar as a “No Show”.

Withdrawal notification must be provided by e-mail to [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca) with the name of the program, the start date, the full legal name of the student, the BVC ID number and the reason for the withdrawal.

Failure to attend the start of the program/course without prior notice of withdrawal will result in the closure of registration for that program and start date with 100% refund of tuition, materials and student services fees. The non-refundable confirmation fee, student association and health and dental fees will not be refunded.

## VISA DENIALS

To be considered for a refund due to a visa denial contact the International Education Office by e-mail at [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca) **before the start of the term/offering of registration** with a copy of the visa denial letter issued by a Canadian Embassy or Consulate for that specific term/offering. A 100% refund of tuition and fees will be assessed including the non-refundable confirmation fee. Alternatively, the registration including the confirmation fee may be deferred to the next available offering; only one deferral will be allowed.

Requests received after the start of a term/offering due to visa denial will be assessed a refund according to the date of notice of withdrawal and subject to Bow Valley College's Learner Accounts Policy. A copy of the visa denial letter issued by a Canadian Embassy or Consulate for that specific term/offering must be presented.

It is the responsibility of the student to contact the International Education Office before the start of the term/offering of registration if there is a delay in obtaining a study permit. Students who commence studies at Bow Valley College without a valid study permit will be removed from classes and will be assessed a refund according to their date of withdrawal.

A copy of the visa denial letter issued by a Canadian Embassy or Consulate for the specific term/offering is required at all times. Requests made without proof of visa denial will be assessed under the regular terms according to their date of cancellation or withdrawal.

## OUTSTANDING FEES/ACCOUNTS

Unpaid or outstanding fees may result in program/course withdrawal and denial of future registration, as well as denial of access to transcripts, certificates and other services.

An Overdue Notice to pay outstanding fees will be sent to student's mybvc e-mail account once the Fee Deadline has passed. Fee deferrals are not guaranteed but extenuating circumstances will be considered by contacting the Assistant Registrar, Records and Registration.

If payment is not received by the date indicated on the Overdue Notice, the student will be suspended from class. Re-admittance to class will not be permitted until payment is received by the Office of the Registrar. If fees are not paid once a student is suspended they will be withdrawn from the program of studies. Future registration will be denied.

At the point of withdrawal, if the outstanding tuition/fees are paid, the student may apply for permission to be re-instated. Re-instatement is not guaranteed.

Any fees that remain outstanding on a student's account will be sent to collections.

Bow Valley College Withdrawal, Cancellation, and Refund Policy can be found in the current Bow Valley College Course Guide and on the Bow Valley College website [www.bowvalleycollege.ca/refunds](http://www.bowvalleycollege.ca/refunds)