



# Important Information

## Cancellation & Refund Policy

### Student's Right to Cancel a Course

We know that sometimes plans can change. Every student has the right to cancel a course and obtain a refund by providing a written notice to the school.

### Refund Policy

To receive a refund of any portion of tuition fees, you must give Brandon College written notice that you intend to withdraw from the program in which you have enrolled.

The student has a right to a full refund of all tuition charges, less the total amount paid for the **non-refundable application fee** (\$100), if the student cancels a course prior to the first day of instruction, the student never attends Brandon College (no-show), or the visa application was denied.

If you cancel in writing **after your program starts** or are dismissed from Brandon College for just cause after your program starts, you will be refunded the following proportion of your tuition fees:

- If notice of cancellation is made through attendance at the **first class session, or the seventh day after enrollment**, (whichever is later): Brandon College shall refund 100% of the amount paid for institutional charges, less the application fee and housing placement fee, not to exceed two hundred and fifty dollars (\$250)
- If you have completed **60% or less** of the period of attendance, Brandon College shall refund 100% of unused tuition.
- If you complete **more than 60%** of your program, Brandon College shall NOT refund any portion of tuition.
- Refunds will be based on recalculated weekly tuition rates according to total number of weeks actually studied.
- If you first signed a refund agreement with an agency, then Brandon College will issue a refund to the agency in accordance with the school's refund policy, and the agency will refund you in accordance to its agreement with you. Please verify your refund agreement with your agent. If you are eligible for a refund under the conditions above, you will receive the refund within forty-five (45) calendar days from the documented date of determination.

Prorated refunds will be calculated on a weekly basis. The institution will consider a partial week the same as if a whole week was completed, provided the student was present at least one day during the scheduled week. If the institution cancels or discontinues a course, the school will make a full refund of all charges for that course. Brandon College does participate in the California Student Tuition Recovery Fund STRF for qualified CA residents.

If a student never attends class (no-show) and fails to notify the school of the cancellation, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of class. Refunds can only be paid to a third party upon written request by the student or the agent representative.

### Course Extensions

If a student extends a course, each extension shall be considered a new enrollment for purposes of this refund policy. The student will be asked to sign a new agreement for each extension.

### Private Instruction (one-one-one course)

Please give us at least 24-hour prior notice (phone, email, in person) to cancel or reschedule the next class. No make-up for lost time due to short insufficient notice, late arrival or early departure. Tuition paid for group instruction cannot be used for private instruction.

### Supplies and Materials

The books and materials fee is charged for every 4 weeks or any portion thereof. It is generally not refundable after the student has received the books and started the course.

### Accommodations

A non-refundable housing placement fee is charged for all accommodation bookings (\$100 residence club; \$150 homestay). To change any confirmed booking, a \$50 service fee may apply. There is a \$250 cancellation fee if any confirmed booking is cancelled.

Housing fees for the initial 4 weeks become non-refundable if a confirmed booking is cancelled 30 (thirty) days or less prior to the check-in date. After the check-in date, a thirty (30) day written notice is required to shorten a booking and a \$250 early check-out fee applies. All cancellations must be done in writing.

### Airport Pickup

The airport pickup fee is non-refundable unless it is cancelled in writing at least fourteen (14) days prior to the scheduled arrival or departure date.

### Payment of Refunds

Refunds will be paid by check in US Dollars within forty-five (45) calendar days from the documented date of determination. Payment by wire transfer is available upon request. A processing fee of \$95 will be deducted from the refund amount for all wire transfer requests.