

## ESL PROGRAM REFUND POLICY

### **Students without Student Authorization (Visitor Visa)**

- Students are required to notify LLI of intent to terminate his/her program at least 4 weeks in advance of termination date. If 4-week notice is not given, the refund will be calculated based on unused tuition fees as of 4-weeks after notification date.
- A refund of 70% of unused tuition fees will be returned to the student. If the original payment was made by cash, wire transfer, or debit the refund will be made by cheque. If the original payment was made by credit card, the refund will be credited to the same credit card. The refund will be calculated based on applicable tuition fees of duration studied, not a percentage of total fees paid.
- This refund calculation is based on original start and completion dates. Students who defer their study period to a later date once in Canada will be permitted to study for that period of time, but will not be refunded for that time after the fact.

### **Students with Student Authorization (Study Permit)**

- It is each student's responsibility to abide by the regulations of his/her Student Authorization.
- It is London Language Institute's responsibility to notify Citizenship and Immigration of any infractions.
- Students holding a Student Authorization must provide one of the following to LLI prior to refund being approved:
  - For students continuing in an alternate educational institution, proof of enrollment must be shown (letter of acceptance), with a starting date no later than 30 days after desired completion date at LLI.
  - For students leaving Canada, a valid airline ticket dated no later than 30 days after desired completion date at LLI.
- Students are required to notify LLI of intent to terminate his/her program at least 4 weeks in advance of termination date. If 4-week notice is not given, the refund will be calculated based on unused tuition fees as of 4-weeks after notification date.
- A refund of 70% of unused tuition fees will be returned to the student. If the original payment was made by cash, wire transfer, or debit the refund will be made by cheque. If the original payment was made by credit card, the refund will be credited to the same credit card. The refund will be calculated based on applicable tuition fees of duration studied, not a percentage of total fees paid.

### **Student Authorization Extension Policy**

- It is each student's responsibility to abide by the regulations of his/her Student Authorization.
- It is London Language Institute's responsibility to notify Citizenship and Immigration of any infractions.
- LLI will make every effort to assist students requiring a Student Authorization extension.
- Tuition fees must be paid in full prior to issuing letter of acceptance required for the extension application.
- Once Student Authorization extension is approved, refunds will be granted on the conditions stated above.