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Policy Information & Responsibilities

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1. Policy

The following policy outlines the conditions under which a student enrolled with Hanson College (hereafter 'Hanson') program may receive a refund of tuition fees. For the purposes of calculating tuition fee refunds, a student will be considered withdrawn effective on the date of the written notice of withdrawal is received by the college.

2. Issuance of Approved Refunds

- 2.1.** All refunds are issued in the student's name unless otherwise authorized by the student. Students wishing to have their refund issued to someone other than themselves must consent to this and must complete the release section on the 'Request for Withdraw/Refund Form'.
- 2.2.** It is the student's responsibility to ensure that any address on file or on the 'Request for Withdraw/Refund' form is complete and correct.
- 2.3.** Only two refund methods will be authorized: by cheque or by electronic transfer. A wire transfer fee of \$100 will be charged to students. Any additional charges relating to incorrect banking information submitted for electronic transfers will be the responsibility of the student.
- 2.4.** Hanson will make every effort to process requests for refunds within eight (8) to ten (10) weeks of submission. Incomplete request forms, missing documentation, or incorrect information submitted may delay regular processing times.

3. Specified Scenarios for Tuition Refunds

- 3.1.** Refer to Appendix A for a summary chart of the below-specified scenarios.
- 3.2. Application**
 - 3.2.1.** A student that has submitted a complete application package and who wishes to request a refund must complete a 'Request for Withdraw/Refund Form' and submit their written request to Hanson on or before the published Day 10 of the semester (10th business day).
 - 3.2.2.** If all supporting documentation is in order and if deadlines are met, all fees paid for the upcoming semester(s), less \$400 (non-refundable application fee), will be refunded.
- 3.3. Visa refusals for overseas applicants**
 - 3.3.1.** Visa Refusals refers to a situation where a student has been refused a Visa (Study Permit) to study in Canada.
 - 3.3.2.** A completed 'Request for Withdraw/Refund Form' form must be submitted to Hanson on or before the published Day 10 of the semester (10th business day).

- 3.3.3. *Supporting documentation required:*** a copy of the official visa refusal letter (from IRCC) must accompany the request for refund or be received by Hanson no later than 20 days after the published Day 10 of the semester. Requests for refunds will not be processed until documentation is received.
- 3.3.4.** If documentation is in order and if deadlines are met, all fees paid for the upcoming semester(s) will be refunded to the student in full (minus \$400 non-refundable application fee).

3.4. Transfer to Another Institution

- 3.4.1.** A completed 'Request for Withdraw/Refund Form' form must be submitted to Hanson on or before the published Day 10 of the semester (10th business day).
- 3.4.2. *Supporting documentation required:*** a copy of the offer of admission from the other institution for the current semester of study must accompany the request for a refund. Requests for refunds will not be processed until documentation is received.
- 3.4.3.** If documentation is in order and if deadlines are met, all fees paid for the upcoming semester(s) less a \$2,000 deposit (as included in tuition payment).

3.5. Starting Semester Deferrals

- 3.5.1.** Starting Semester Deferrals refers to when a new student is unable to start in the semester for which he/she has been admitted (e.g. due to Visa processing delays and other circumstances) and requests a transfer of admission and fees paid before the first subsequent semester in which the same program is offered (e.g. Fall to Winter, or Fall to Fall).
- 3.5.2. *Supporting documentation required:*** a 'Deferral Request' form must be fully completed.
- 3.5.3.** The student will defer all tuition to the subsequent semester and forgo a refund in the subsequent semester (even if the request is made before Day 10). Please see Deferral Policy
- 3.5.4.** Students who receive an approved deferral request from student services and are deferring their acceptance to the next term forgo the right to request a refund in the next term, even if a request is made before Day 10. Please see Deferral Policy for further details.

3.6. Health Reasons

- 3.6.1.** The 'Health Reasons' section refers to when a student is unable to start in the semester for which he/she has been admitted due to health reasons.
- 3.6.2.** A completed 'Request for Withdraw/Refund Form' form must be submitted to Hanson on or before the published Day 10 of the semester (10th business day).
- 3.6.3. *Supporting documentation required:*** students must provide supporting proof of medical documentation, which can be submitted to Hanson no later than 20 days after the published Day 10 of the semester.

3.6.4. Requests for refunds will not be processed until documentation is received.

3.6.5. The amount of refund to be issued will be reviewed on an individual basis.

3.7. Withdrawal

3.7.1. The 'Withdrawal' section refers to a registered domestic student or overseas student who provides formal notification within ten (10) business days of the beginning of a semester (refer to the published tuition deadlines that the Student Services Department has outlined for each semester) or the period for which the student has paid fees that they will not be attending.

3.7.2. The amount of refund to be issued falls under the regulated Tuition Fee programs; meaning, all fees paid for the upcoming semester(s), less \$2,000.00. Please note that this refund amount is per Cambrian College Requests for Refunds Policy and Process.

3.8. Program Suspension

3.8.1. Program Suspension refers to a scenario where Hanson suspends or cancels the program to which a student has applied.

3.8.2. A Request for Refund form will be required for institutional records purposes.

3.8.3. Internal confirmation will be issued regarding the refund.

3.8.4. All fees for the upcoming semester will be refunded in full.

3.9. For any other reason(s) not stated above

3.9.1. For any other reason(s) not stated above, a Request for Withdraw/Refund form must be submitted to Hanson with the proper documentation that provides evidence and the reasoning behind the request for refund.

3.9.2. If documentation is in order and if deadlines are met, all fees paid for the upcoming semester(s) less the \$400 non-refundable application fee (as included in tuition payment) will be refunded to the student.

Appendix A

SCENARIO	REQUEST		SUPPORTING DOCUMENTATION		AMOUNT OF REFUND
	Request for Refund Form Required?	Required to Submit Request Before Day 10?	Documentation Required	Required to Submit Within 30 days after Day 10?	
1. Application	✓	✓	✓	✓	All fees paid for upcoming semester(s), less \$400 (application fee) will be refunded.
2. Visa Refusals	✓	✓	Copy of IRCC refusal letter	✓	All fees paid for upcoming semester(s), less \$500 (application fee plus wire transfer fee) will be refunded.
3. Transfer to Another Institution	✓	✓	Copy of the offer of admission from the other institution	N/A	All fees paid for upcoming semester(s), less a \$2,000 deposit (as included in tuition payment).
4. Starting Semester Deferrals	✓	✓	Deferral Request Form	N/A	Defer all tuition to the subsequent semester and forgo a refund in the subsequent semester (even if request is made before Day 10). <i>Please see Hanson's Deferral Policy for full details.</i>
5. Health Reasons	✓	✓	Medical documentation	✓	Request will be reviewed on an individual basis.
6. Withdrawal	✓	✓	Refer to the Request for Withdrawal and Refund form	N/A	Regulated Tuition Fee Programs: All fees paid for upcoming semester(s), less \$2,000. <i>Please note that this refund is in accordance with Cambrian College Requests for Refunds Policy and Process.</i>
7. Program Suspension	✓	N/A	Internal Confirmation	N/A	All fees paid for upcoming semester will be refunded in full.
8. Any other reason(s) not stated above	✓	✓	✓	✓	