



English Encounters Language Centre Canada
OFFICIAL CANCELLATION AND REFUND POLICY

CANCELLATION / REFUND POLICY

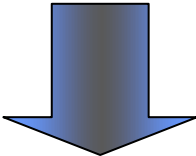
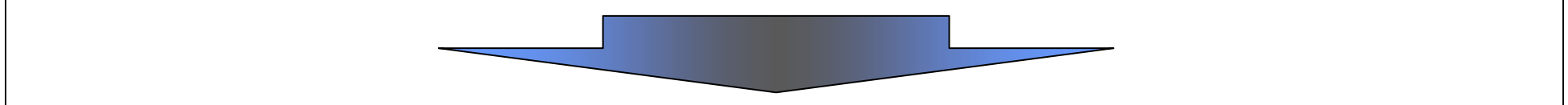
<i>STUDENTS REQUIRING A VISA</i>	<i>STUDENTS NOT REQUIRING A VISA</i>
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Once Letter of Acceptance is issued

You must provide **written notice** AND:

- proof** that your visa was refused by providing us with the **original refusal letter from the Canadian authorities**
OR
- proof** that you have registered in another **qualified language school** AND **received a new student visa**
OR
- a boarding pass** as proof of returning to your country

You must provide **written notice**

Refunds (less any applicable bank costs)

30 days notice	All fees refunded less \$200
Less than 30 days notice	80% of total fees refunded
10-25% of course completed	50% of total fees refunded
26%-50% of course completed	20% of total fees refunded
More than 50% of course completed	No refund

Please note that students who do not complete their program as booked will NOT normally receive a certificate or student report.

Students who enroll through an agent or representative, must obtain their refund directly from the agent or representative and comply with their policies.