



CANCELLATION / REFUND / CHANGE POLICY

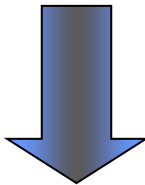
CHANGES TO YOUR RESERVATION

You may make changes to your reservation (course type, duration, start date) PROVIDED THAT you give English Encounters **written notice** (email or letter) at least 7 days before the start date of your course. All changes, including if you require new documents (e.g. new Letter of Acceptance), are subject to a \$200 fee.

CANCELLATION AND REFUNDS

You may cancel your course and request a refund under the following restrictions.

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

<p>You must provide written notice (email or letter) AND:</p> <ol style="list-style-type: none"> 1. proof that your visa was refused by providing us with the original refusal letter from the Canadian authorities within 14 days of the date of refusal OR 2. proof that you have registered in another qualified language school AND received a new student visa OR 3. a boarding pass as proof of returning to your country 	<p>You must provide written notice (email or letter)</p> 
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Refunds (less any applicable bank costs) for All Courses

30 days before start date	All fees refunded except SERVICE fee(s) (min. \$200)
1- 29 days before start date	80% of unused fees refunded
Cancellation in first week of course	50% of unused fees refunded
Cancellation in 2 nd to 4 th week of course	25% of unused fees refunded
Cancellation after 4 th week of course	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.