



TUITION AND FEE REFUND POLICY:

1. After the Application Form has been signed, the following Refund Policy will be in effect.
2. The registration fee is non-refundable.
3. A student may be entitled to a refund of tuition fees in the event that:
 - a) The student provides written notice to the institution that he or she is withdrawing from the program; or
 - b) ALRA provides written notice to the student advising that the student has been dismissed from the program.
4. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
5. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
6. Students may request a full refund of tuition fees paid less an administration fee of CAD\$250 and applicable bank charges.
7. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, ALRA is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
8. If ALRA has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
9. Refund policy for students:
 - a) Refunds before the program of study begins:
 - I. If written notice of withdrawal is received by ALRA within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, 100% of any tuition and fees paid are to be refunded;
 - II. If written notice of withdrawal is received by ALRA 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, ALRA may retain 10% of total tuition only due under the contract to a maximum of \$1000;
 - III. Subject to Section I above, if written notice of withdrawal is received by ALRA less than 30 days before the commencement of the period of

instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300;

- b) Refunds after the program of study starts:
 - I. If written notice of withdrawal is received by ALRA or a student is dismissed up to and including 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract;
 - II. If written notice of withdrawal is received by ALRA, or a student is dismissed where more than 10% and up to and including 30% of the period of instruction specified in the contract has elapsed, ALRA may retain 50% of the tuition due under the contract;
 - III. If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the contract has elapsed, no refund is required;
 - IV. If a student does not attend the first 30% of the program, ALRA may retain up to 50% of the tuition due under the contract;
10. Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, ALRA must refund all tuition and fees paid under the contract.
11. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
12. Where a student withdraws or is dismissed from their program after receiving technical equipment from ALRA free of charge:
 - c) The student must return the equipment unopened or as issued within 14 calendar days; and
 - d) If the student fails to return the equipment as set out above, ALRA may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
13. Refunds owed to students must be paid within 30 days of ALRA receiving written notification of withdrawal and all required supporting documentation, within 30 days of receipt of refusal of study permit, or within 30 days of ALRA's written notice of dismissal.
14. If a student delivers a copy of a refusal of a study permit to ALRA, sections 6, 8, 9, 10 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless the student requests an additional letter of acceptance for the same program that was the subject of the refusal of the study permit.
15. Removal from a Program
 - a) A student who has been removed from ALRA due to student misconduct will not receive a tuition refund. (See Student Code of Conduct Policy)
16. Refunds may be granted on grounds of compassion. Such requests should be made in writing to the School Director and CFO and each request will be dealt with by the School Director and the CFO.
17. **RECIPIENT OF THE REFUND**
 - a) If the fees to be refunded were received from an Agent or the student's parents or legal guardians, then ALRA will agree with them if the refund is given to them or directly to the person.
18. **IN CASE THE SCHOOL CLOSSES**
 - a) In the unlikely event that ALRA closed the school, ALRA will refund all funds paid and not used to the students or their agents.
 - b) As a member of LANGUAGES CANADA, our students in the ESL program are protected by the Program Closure Commitment, part of the Languages Canada Code of Ethics, which indicates that:

- I. In the event of a Languages Canada member program closure, the association is committed to minimizing the damage caused by the closure.
- II. Member organizations are expected to assist affected students whenever possible, by offering alternative courses to students that are of an equal value, similar content and in the same geographical area of Canada where the student was originally studying.

Approval Date: August 2019