



Refund Policy & Procedure

It is a fundamental condition of the Board of Education of School District No.38 (Richmond) (“School District” or “we”, “us” or “our”) agreement to offer international students an opportunity to attend and participate in an Educational Program. The Board shall not be liable for losses or expenses an international student may incur as a result of the Board being unable to provide an Educational Program, or any delay or interruption in the Educational Program, that arises out of or is caused, directly or indirectly, by labour disputes or other causes beyond our control.

In the event of a disruption or delay in an Educational Program, the School District will make reasonable efforts to resume delivery of the Educational Program as soon as we can do so safely and in accordance with legal requirements. We reserve the right to facilitate delivery by making changes to the Educational Program, such as by delivering the services by alternative means.

Program Fees excluding non-refundable fees will only be refunded if the Educational Program in which the student is enrolled is cancelled by the School District prior to its commencement. If the School District makes a decision to cancel the Educational Program after its commencement, refunds will be issued for the portion of the Educational Program not delivered, which shall be calculated pro-rata. Refunds will not be granted to the Student who provides notice of withdrawal prior to the cancellation by the School District.

The refund policy and refund request procedure are in effect from the moment a student has paid tuition fee to Richmond International Education (RIE) Program until the student officially withdraws from our program. If there is any conflict between these procedures and the terms of your Agreement with the Board, the terms of the Agreement will govern.

All refund requests must be submitted in writing with all relevant and supporting documents listed on the Refund Request Procedure and Form by the last day of the intended Educational Program. Additional documentation may be requested in order to assess a refund request. The refund policy and request procedures may change from time to time, and amendments will be effective when posted. The following refund policy will apply to all international students.

1. Refunds are not available for administrative fees that are paid to the School District for receiving and processing a student’s application and enrollment, for a homestay placement or for making arrangements for the student’s reception or orientation in the School District (“**Non-Refundable Fees**”). The Non-Refundable Fees, when applicable, include:
 - a. Application Fee
 - b. Documentation Fee
 - c. ELL Assessment Fee
 - d. Administration Fee
 - e. Homestay Placement Fee
 - f. Custodianship Fee
 - g. Deferral Fee



2. If the School District has collected any amounts from students that have been paid or are payable to third parties (including but not limited to, medical insurance, assessments, fees, taxes), then any available refunds will depend on the policies of the third party and whether payment of the monies is forgiven or refundable by the third party.

3. Students are required to enrol in RIE medical insurance group plan for the entire duration of their Educational Program in Richmond School District. The Student is responsible for additional insurance coverage should they stay in British Columbia beyond the duration of their Educational Program in Richmond. The School District is not responsible for any loss or damage suffered by the student as a result of failure to maintain adequate insurance.

4. The School District will receive and consider requests for refund of fees, other than Non-Refundable Fees and \$250 administration fee, where the Student's initial study permit and/or entry visa is not approved by Immigration, Refugees and Citizenship Canada (IRCC), provided that the refusal is not due to the Student's delay or failure to apply sufficiently in advance of the commencement of their Educational Program and subject to the Student providing satisfactory supporting documentation. The Student must submit a copy of the original IRCC letter of denial, a copy of the initial study permit and/or entry visa application, and the Letter of Acceptance issued by the Richmond International Education Office.

5. If the School District determines that a refund is appropriate, we reserve the right to reduce the amount of tuition fee refunded to offset our own costs including the loss of any staff time or resources arising from a student withdrawal. Generally, reduction in amount of Tuition refunded will be as follows:

- a. One half (1/2) of Tuition Fee if a study permit extension and/or re-entry visa is not approved by IRCC.
- b. One-half (1/2) of Tuition Fee if the Student in their first year of study in the Richmond School District withdraws from the program, for any reason, prior to the commencement of their Educational Program.
- c. One-half (1/2) of Tuition Fee if for any reason the returning student withdraws from their subsequent Educational Program prior to May 30th (September intake) or October 31st (January intake). No refunds will be provided after these dates.
- d. No refund of Tuition Fee regardless of the reason, if the student withdraws after the commencement of their Educational Program.

6. No refund of the Tuition Fee if the Student is suspended or expelled from their Educational Program or required to withdraw due to their own inappropriate behavior, such as where the Student fails to comply with the terms and conditions of their Educational Program, the School District's Code of Conduct, or any applicable laws or the rules, policies or procedures of the School District or our homestay program.



7. No refund of the Tuition Fee if the Student is removed from their Educational Program because information provided in their application for enrollment is determined by the School District to be false or misleading, including undisclosed illness, medical or mental health conditions or undisclosed educational needs.

8. No refund of the Tuition Fee when the Student withdraws after receiving permission to defer their Educational Program. Deferral requests must be received and approved by the Richmond International Education Office prior to the Student's Educational Program commencement date. The student can request a Deferral to the subsequent intake date one time only.

9. If the Student and the parent/legal guardian with whom they reside become "ordinarily resident" in British Columbia (within the meaning of the British Columbia *School Act*) or changes status from funding ineligible to funding eligible in the Richmond School District after the payment of the Tuition Fee, but prior to the commencement of the Educational Program, such that they are funding eligible in the Richmond School District, the student shall be entitled to a refund of the Tuition Fee as stated above provided that the School District receives notice and proof of the changes of residency status prior to the commencement of the Educational Program.

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