

## LEARNER ACCOUNTS POLICY REGARDING CANCELLATIONS AND REFUNDS



IMPORTANT DATES SCHEDULE			
<b>CAREER CERTIFICATES, DIPLOMAS, Post-Diplomas, UPGRADING and INTERNATIONAL ENGLISH LANGUAGE LEARNING</b>			
<b>Winter 2019 Mandatory New Student Orientations:</b> Certificate/Diploma Programs: January 3 & 4* International ELL: January 2		<b>Spring 2019 Mandatory New Student Orientations:</b> Certificate/Diploma Programs: April 25 & April 30* International ELL: May 1	
<b>Study Permit Submission deadline: December 12, 2018</b> (College is closed Dec 24-Jan 1, 2019)		<b>Study Permit Submission deadline: April 16, 2019</b>	
Nov 1	International Application Deadline	Mar 4	International Application Deadline
Jan 4	Fee Deadline	May 1	Fee Deadline
Jan 7	Start of Term	May 2	Start of Term
Jan 16	Drop Deadline	May 13	Drop Deadline
Feb 27	Withdrawal Deadline	Jun 24	Withdrawal Deadline
<b>*Attendance is required for both orientation days</b>		<b>*Attendance is required for both orientation days</b>	
<b>Fall 2019 Mandatory New Student Orientations:</b> Certificate/Diploma Programs: August 22 & 27* International ELL: August 28		<b>Winter 2020 Mandatory New Student Orientations:</b> Certificate/Diploma Programs: January 3 & 6* International ELL: January 2	
<b>Study Permit Submission deadline is August 13, 2019</b>		<b>Study Permit Submission deadline: December 11, 2019</b> (College is closed Dec 23 - Jan 1, 2020)	
Jul 1	International Application Deadline	Nov 1	International Application Deadline
Aug 28	Fee Deadline	Jan 6	Fee Deadline
Aug 29	Start of Term	Jan 7	Start of Term
Sep 10	Drop Deadline	Jan 16	Drop Deadline
Oct 21	Withdrawal Deadline	Feb 28	Withdrawal Deadline
<b>*Attendance is required for both orientation days</b>		<b>*Attendance is required for both orientation days</b>	
<b>Dates are subject to change. You can verify updated information at:</b>			
<a href="http://bowvalleycollege.ca/ImportantDates">bowvalleycollege.ca/ImportantDates</a>			

### REFUND INFORMATION

To request a refund, please contact the International Education Department via e-mail at [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca). Any courses cancelled by Bow Valley College will result in 100% refund of tuition and fees; the application fee and confirmation deposit is non-refundable. For refund requests due to visa denials please refer to page 2 for details.

### IMPORTANT:

All refunds are in Canadian dollars. The college does not assume responsibility for the impact of foreign currency exchange, bank fees or related matters outside our control.

All eligible refundable fees will be issued to the same credit card with which fees were paid. Please consider this when using a credit card for payment, this includes if someone is paying on your behalf. If paying with a pre-paid credit card, it is important to keep that card in the case a refund is due. For fees paid through wire transfer, refunds will be issued via wire transfer for applicants outside of Canada and via cheque for applicants within Canada.

### NON-REFUNDABLE AND NON-TRANSFERABLE FEES

Application Fee: \$130

Confirmation Fee (International Students): \$1500

### OTHER LEARNER FEES

MANDATORY FEES PER SEMESTER TERM	CERTIFICATE & DIPLOMA PROGRAMS	INTERNATIONAL ENGLISH LANGUAGE LEARNING	UPGRADING
Materials Fee	\$45 to \$85*	\$60	\$66
Student Services Fee	\$50	\$50	\$50
Full Time Student Association Fee	\$54	\$54	\$52
Student Health & Dental Plan (Health Care Aide Certificate is not eligible)	\$140	\$244	n/a

\*Varies by program; may change without notice, visit [bowvalleycollege.ca/fees](http://bowvalleycollege.ca/fees) for the most up-to-date tuition and fee information.

**International Application Deadline:** Deadline by which all international students must submit a **complete** application package for any certificate, diploma, full-time International English Language Learning or upgrading program which will commence for the next intake date.

Applicants who are currently in Canada and hold a valid study permit for at least the first term of study may have the opportunity to submit a complete application package after the deadline. (This will be considered on a case by case basis, dependent on internal processing timelines and seat availability).

**Fee Deadline:** Payment for all tuition and mandatory fees is due. Bow Valley College does not provide payment plans or extensions of this deadline.

**Drop Deadline:** Last day to cancel/withdraw from courses/programs and be eligible for a 100% tuition refund including the materials, and student services fees. Students' Association Fees and Health and Dental Fees are only refundable prior to the start of the program or course. No refunds for these fees are available on or after the start of classes. The confirmation fee will not be refunded. After the drop deadline no refund of tuition or fees is applicable.

**Withdrawal Deadline:** The withdrawal deadline refers to the last day to withdraw from a course in the term with a "W" grade. Withdrawals after this date will result in an "F" grade. No refund will be given for any tuition or mandatory fees.  
([bowvalleycollege.ca/Withdrawals](http://bowvalleycollege.ca/Withdrawals))

Failure to attend classes Does Not constitute a withdrawal. If you wish to cancel your registration in any course that you registered for online, please ensure that you drop your courses via MyBVC prior to the drop deadline. If you will not be attending your program of study, an e-mail must be sent to [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca) with the name of the program, the start date, the full legal name of the student, the BVC ID number and the reason for the withdrawal.

## VISA DENIALS

To be considered for a refund due to a visa denial contact the International Education Office by e-mail at [international@bowvalleycollege.ca](mailto:international@bowvalleycollege.ca) **no later than the study permit deadline**, with a copy of the visa denial letter issued by a Canadian Embassy or Consulate for that specific term/offering. A 100% refund of tuition and fees will be assessed including the non-refundable confirmation fee; the \$130 application will not be refunded. **Applicants are not eligible to adjust their start date.**

Requests received after the study permit deadline due to visa denial will be assessed a refund according to the date of notice of withdrawal and subject to Bow Valley College's Learner Accounts Policy. A copy of the visa denial letter issued by a Canadian Embassy or Consulate for that specific term/offering must be presented.

Requests made without proof of visa denial will be assessed under the regular terms according to their date of cancellation or withdrawal.

## STUDY PERMIT SUBMISSION

It is a mandatory requirement of all international students to provide a copy of their valid study permit to the International Education Department as soon as possible: no later than the **Study Permit Submission Deadline – failure to do so will result in the loss of a seat in the program and the confirmation fee**. It is the responsibility of the student to ensure adequate timelines are adhered to when applying for a study permit or other valid Canadian temporary resident permit. Citizenship and Immigration Canada provides minimum processing timeline guidelines on their website [www.cic.gc.ca](http://www.cic.gc.ca).

It is important to notify the International Education Department before the study permit submission deadline if there will be a possible delay in obtaining a study permit. The receipt of the study permit application date and payment issued by the Canadian Visa Processing Office as well as other relevant supporting documentation will be required with any request to be considered for a refund or alternate start date. This will only be granted in exceptional cases and is not guaranteed. Students who commence studies at Bow Valley College without a valid study permit will be removed from classes and will be assessed a refund according to their date of withdrawal.

## OUTSTANDING FEES/ACCOUNTS

Unpaid or outstanding fees may result in program/course withdrawal and denial of future registration, as well as denial of access to transcripts, certificates and other services.

An Overdue Notice to pay outstanding fees will be sent to student's MyBVC e-mail account once the Fee Deadline has passed. Fee deferrals are not guaranteed but extenuating circumstances will be considered by contacting the Assistant Registrar, Records and Registration.

If payment is not received by the date indicated on the Overdue Notice, the student will be suspended from class. Re-admittance to class will not be permitted until payment is received by the Office of the Registrar. If fees are not paid once a student is suspended they will be withdrawn from the program of studies. Future registration will be denied.

At the point of withdrawal, if the outstanding tuition/fees are paid, the student may apply for permission to be re-instated. Re-instatement is not guaranteed.

Any fees that remain outstanding on a student's account will be sent to collections.

**Bow Valley College Withdrawal, Cancellation, and Refund Policy can be found in the current  
Bow Valley College Course Guide and on the Bow Valley College website  
[bowvalleycollege.ca/refunds](http://bowvalleycollege.ca/refunds)**