

LEARNER ACCOUNTS POLICY REGARDING CANCELLATIONS AND REFUNDS



IMPORTANT DATES SCHEDULE			
CAREER CERTIFICATES AND DIPLOMAS, UPGRADING, INTERNATIONAL ENGLISH LANGUAGE LEARNING			
Spring 2017 Mandatory New Student Orientations: Certificate/Diploma Programs: April 26 & 27* International ELL & Placement Test: May 1 & 2		Winter 2018 – Mandatory New Student Orientations: Certificate/Diploma Programs: January 4 & 5* International ELL: January 3	
Study Permit Submission deadline: April 19, 2017		Study Permit Submission deadline: December 13, 2017 (College is closed Dec 23-Jan 1, 2018)	
Mar 10	International Application Deadline	Nov 1	International Application Deadline
May 2	Fee Deadline	Jan 5	Fee Deadline
May 3	Start of Term	Jan 8	Start of Term
May 14	Drop Deadline	Jan 17	Drop Deadline
Jun 26	Withdrawal Deadline	Feb 28	Withdrawal Deadline
*Attendance is required for both orientation days		*Attendance is required for both orientation days	
Fall 2017 Mandatory New Student Orientations: Certificate/Diploma Programs: August 23 & 24* International ELL & Placement Test: August 28 & 29		Spring 2018 Mandatory New Student Orientations: Certificate/Diploma Programs: April 27 & April 30* International ELL: May 1	
Study Permit Submission deadline is August 15, 2017		Study Permit Submission deadline is April 11, 2018	
Jul 8	International Application Deadline	Mar 1	International Application Deadline
Aug 29	Fee Deadline	May 2	Fee Deadline
Aug 30	Start of Term	May 3	Start of Term
Sep 11	Drop Deadline	May 14	Drop Deadline
Oct 23	Withdrawal Deadline	Jun 25	Withdrawal Deadline
*Attendance is required for both orientation days		*Attendance is required for both orientation days	
Dates are subject to change. You can verify updated information at:			
www.bowvalleycollege.ca/ImportantDates			
international.bowvalleycollege.ca/ImportantDates			

REFUND INFORMATION

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

IMPORTANT: All funds 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.

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	\$52	\$52	\$52
Student Health & Dental Plan (Health Care Aide Certificate is not eligible)	\$135	\$244	n/a

*Varies by program; visit <http://www.bowvalleycollege.ca/fees.html> for a listing of specific materials fees by program.

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.

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 a "WF" grade. No refund will be given for any tuition or mandatory fees.
(www.bowvalleycollege.ca/Withdrawals)

To withdraw from a course/program an e-mail must be sent to 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. Students enrolled in a certificate or diploma program must also drop their courses through their mybvc course registration prior to the drop deadline. Failure to attend classes does not constitute a 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 **before the program start date**, 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; **applicants are not eligible to adjust their start date.**

Requests received after the start of a term/offering 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.

A copy of the visa denial letter issued by a Canadian Embassy or Consulate for the specific term/offering is required at all times. 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.

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 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
www.bowvalleycollege.ca/refunds**