

## Tuition Refund Policy – Approved Program Oxford International Education Group

OIEG Oxford International Education Group (Vancouver)

03981

Name of Institution

Institution Number

**January 4, 2023**

**Tuition Refund Policy**

Name of Policy

Effective Date

Revision Date

Hospitality Management

Name of Program

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>• At least 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student, or the person who paid on behalf of the student.
<ul style="list-style-type: none"> <li>• More than seven days after the student and institution signed the enrolment contract, and</li> <li>• Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student or the person who paid on behalf of the student.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> <li>• After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student or the

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Circumstances when Refund Payable	Amount of Refund
	person who paid on behalf of the student.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student or the person who paid on behalf of the student.</p>
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student or the person who paid on behalf of the student.</p>
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>

## Tuition Refund Policy – Approved Program Oxford International Education Group

<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
<b>Circumstances when Refund Payable</b>	<b>Amount of Refund</b>
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

OIEG Oxford International Education Group (Vancouver) will pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

### Ancillary Fees Refund Policy

- The Enrollment Fee is non refundable
- The Accommodation Placement fee is non refundable
- Students may cancel accommodations by providing two weeks’ notification, in writing. In such cases, all unused accommodation fees will be refunded. If a student cancels his/her accommodation, in writing, with less than two weeks’ notice, all unused accommodation fees will be refunded except for the two-week notification period. Some residences will require 4- weeks’ or more notice to cancel. Students will be notified before booking with one of these residences if the residence requires a longer notification period.
- The Airport Reception fee will be refunded if the student cancels this service, in writing, at least 7 days prior to the scheduled arrival date.
- There will be a \$110 administration fee charged for any changes to course or accommodation type or duration, including cancellations.
- A student will be dismissed from his/her course and/or accommodations if he/she

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violates Canadian law and/or the OIEG Oxford International Education Group (Vancouver) Rules & Regulations.

In the case of dismissal, standard tuition refund policies will apply. Any refund will be in accordance with this refund policy.

7. In the event that all fees are not received as a result of items such as bank wire charges, etc., outstanding fees due will be reduced from tuition fees.

8. Refunds will be issued within 30 days of receiving written notice and only upon presentation of the original corresponding receipt. If a representative or agent has registered the student, the refund will be sent to the representative or agent.

9. Refunds are normally issued by cheque. Refunds issued by other methods are subject to a service charge. If fees are received through an agency, a parent, or a representative, any fees will be refunded to the source of the fee.