



Vancouver Campus
#602, West Hastings Street
Vancouver British Columbia, V6B 1P2, Canada
Tel. (604) 681 5815 Fax. (604) 681 5819

Burnaby Campus
#300, 4680 Kingsway
Burnaby British Columbia, V5H 4L9, Canada
Tel. (604) 435 5815 Fax. (604) 435 5895

Refund Policy

Students who are eligible for a refund must submit a request form of drop or withdrawal to the college, and they must have the request form signed by an academic counselor or an admission officer.

Please read our refund policy carefully before you submit your withdrawal request.

General Payment and Registration

1. All students must register during the designated periods and pay all applicable fees before the published deadlines.
2. A \$150 non-refundable application fee must be submitted with each application.
3. All students are required to pay a \$100 non-refundable course registration deposit per course prior to registering for courses. The registration deposit will be applied towards tuition. Course registration fees are non-refundable if a student is removed from a course due to failure to make full tuition payments.
4. A \$20 NSF (Non-Sufficient Funds) charge will be applied to dishonoured cheques or credit card transactions.
5. Students whose fees have not been paid in full by the twenty-eighth (28th) day of the semester will be automatically withdrawn from all the courses registered for reason of non-payment.
6. Students may register for classes between the first day of class and the fourteenth (14th) calendar day of fall, winter and spring semester; students may register for classes between the first day of class and the seventh (7th) calendar day of summer semester. Fees and additional late charges are due in full immediately after registration.

Refund Policy

For All Students:

1. Refunds will be granted only for those courses officially dropped by the published deadline.
2. Eligibility for a refund will be determined based on the date a course is dropped. Ten dollars is the minimum amount for which a refund is issued.
3. Refund request forms will be processed when all the documents necessary are submitted. Once approved, refunds normally take four to six weeks for processing.
4. Refund cheques will be issued in the name of the student unless an authorization letter is submitted.
5. Wire transfer refunds will be sent to the sponsor, agency, or individual who originally paid the fees and the correct bank information must be provided unless an authorization letter is submitted.
6. No refunds for the students who have official school letters such as Letters of Acceptance or Confirmation of Enrolment letters issued, and those students can only defer their course registration within the enrolment confirmation period.



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For Visa Students:

No refund for new international students who obtain A Letter of Acceptance from Alexander College.

If new overseas students require to withdraw from their program of study because they

- (a) are denied Study Permit authorization from Citizenship and Immigration Canada, or
- (b) do not receive authorization prior to the start of the program of study,

then 100% of tuition prepayment is refundable, provided: i) the students notify the College in writing of the circumstances under on or before the first day of a program of study is scheduled to begin, and ii) the students, within a reasonable time, provides documentation of the authorization circumstances to the College in writing. The application fee is non-refundable.

For Continuing Students and Local Transfer Students:

Refunds before a program of study starts:

1. If a written notice of withdrawal is received by the College before the published deadline, then the student will receive a full refund of the tuition paid minus the course registration deposit.
2. If a written notice of withdrawal is received by the College after the tuition payment deadline and before commencement of the program, then Alexander College will retain the lesser of 25% of the total tuition fees due or up to \$600.

Refunds after the program of study starts:

1. *Fall, Winter and Spring Course Refunds:*

- a. If the student provides a request form of drop/withdrawal or is dismissed within seven (7) calendar days of the semester, 50% of the total tuition fees due are refundable.
- b. If the student provides a request form of drop/withdrawal or is dismissed within eight (8) to fourteen (14) calendar days of the semester, 30% of the total tuition fees due are refundable.
- c. If the student provides a request form of drop/withdrawal or is dismissed after the fourteenth (14th) calendar day of the semester, then no refund is provided.

2. *Summer Course Refunds:*

- a. If the student provides a request form of drop/withdrawal or is dismissed before start of the second class of the semester, 50% of the total tuition fees due are refundable.
- b. If the student provides a request form of drop/withdrawal or is dismissed after the first class and before end of the first week, 30% of the total tuition fees due are refundable.
- c. If the student provides a request form of drop/withdrawal or is dismissed after the seventh (7th) calendar day of the semester, then no refund is provided.