

REFUND POLICY

KOOTENAY COLUMBIA COLLEGE OF INTEGRATIVE HEALTH SCIENCES		1365
Name of Institution		Institution Number
Refund Policy	August 20, 2017	August 20, 2017
Name of Policy	Effective Date	Revision Date
ACUPUNCTURE / TCM HERBALIST / TCM PRACTITIONER / DOCTOR OF TCM / REGISTERED MASSAGE THERAPY		
Name of Program		

NOTE: Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application fee. Where total fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract. The following refund policy of the Kootenay Columbia College of Integrative Health Sciences (KCC) applies to the terms of the enrolment contract:

1. To initiate a refund, written notice must be provided:
 - a) by a student to KCC when the student withdraws, or
 - b) by KCC to the student where KCC dismisses a student

2. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - a) a notice of withdrawal from the student is received no later than 7 days after the effective contract date and before the contract start date;
 - b) the student, or the student's parent or legal guardian, signs the student enrolment contract 7 days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - c) the student does not attend a work experience component and the institution does not provide all the hours of instruction of the work experience component within 30 days of the contract end date.

3. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

4. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

5. Unless the program is provided solely through distance education, refunds before the program of study begins are as follows:

- a) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of the total tuition due under the contract to a maximum of \$500.
- b) If written notice of withdrawal is received by the institution less than thirty (30) calendar days before the start of the program of study, and more than 7 days after the contract was signed, KCC may retain 20% of the total tuition due under the contract, to a maximum of \$1300.

6. Unless the program is provided solely through distance education, refunds (due to withdrawal or dismissal made in writing by student or institution) after the program of study starts are as follows:

- a) Before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the fees & tuition due under the student enrolment contract.
- b) After 10% and before 30% of the hours of instruction to be provided during the contract term have been provided, KCC may retain 50% of the total fees & tuition due under the contract.
- c) After 30% of the hours of instruction to be provided during the contract term have been provided, no refund is required.

7. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

- a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
- b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

8. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

9. Refunds under this policy will be paid to the student, or a person who paid the tuition/fees on behalf of the student, within 30 days:

- a) of the date the institution receives a student's notice of withdrawal,
- b) of the date the institution provides a notice of dismissal to the student,
- c) of the date that the registrar provides notice that the institution is not complying with section 2(c) or 3 of this policy, or
- d) after the first 30% of the hours of instruction if section 3 of this policy applies.

10. If an international student delivers a copy of a refusal of a study permit to the institution, sections 2(a), 2(b), 6, 9, and 10 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

- a) the student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
- b) the program is provided solely through distance education.