

Policy Title:	<b>Student Tuition Refunds Policy</b>
Policy Number:	<b>7000</b>
Sponsor:	<b>Vice President – Finance</b>
Contact:	<b>Registrar</b>
Approved by:	<b>Vice President – Finance</b>
Date:	<b>May 2, 2024</b>
Next Review Date:	<b>May 2, 2028</b>

## 1. Purpose

This policy provides the principles and defines the conditions under which a student of University of Niagara Falls Canada (UNF) is eligible for a refund or credit of tuition fees and other course related fees.

## 2. Scope

This policy applies to all students applying for admission, admitted, or attending in any program which may be offered by the University.

## 3. Incoming Students (Domestic)

Incoming students are entitled to a full refund of fees paid for the program under the following conditions:

- If a student provides written notice to the University within two days of signing the registration agreement that the student rescinds the agreement;
- If the program is discontinued before the student can complete the program.

A student is entitled to a full refund of tuition fees less an administrative fee of \$500:

- If the student provides written notice to the University that he or she does not intend to begin the program;
- If the student does not meet the program's admission requirements before the program begins; or
- the student does not attend the first ten consecutive days of the program.

A student is entitled to a refund of the unearned portion of tuition fees less an administrative fee of \$500:

- If the student withdraws from the program before one-half of it has been completed and requests a refund; or
- the program is discontinued or suspended for any reason before the student can complete the program.

There will be no refund of tuition fees if the student withdraws from the program once one-half or more of it has been completed.

To ensure there is a clear understanding that a student has withdrawn, the student is required to notify UNF in writing. The letter can be sent via e-mail, registered mail or delivered in person to the address indicated on the contract. Students do not have to provide a reason for their withdrawal for a program. Incoming Students (International)

International Students who have been issued a Letter of Acceptance (LOA) or a Conditional Letter of Acceptance (CLOA) will be eligible to receive a refund of fees paid, minus a \$500 Administration fee, if their student visa or study permit is denied by Immigration, Refugees and Citizenship Canada (IRCC).

International students who receive a visa denial must either submit the original paper visa refusal or the original email with the decision that includes all electronic headers and routing. Refunds will not be processed until the correct documentation is received.

#### 4. Continuing Students

To be eligible for a tuition fee refund, students must officially drop a course within the published deadline dates as identified in the Academic Calendar:

<b>Registered Date</b>	<b>Refund Amount</b>
On or before the Drop/Add Deadline	A student is entitled to a refund of the tuition charged, less a course change administrative fee.
After the Drop/Add Deadline, but before one-half of the course has been completed	A student is entitled to a refund of the unearned portion of tuition fees less a course change administrative fee if they withdraw from the course before one-half of the course has been completed.
After the Drop/Add Deadline, after one-half of the course has been completed	There will be no refund of tuition fees if the student withdraws from the program once one-half or more of it has been completed.

Drop-date policies are based on the course start date, not the date of enrolment. Enrolling after a course begins does not warrant any exception to these policies.

All refunds for continuing students will be credited to the student UNF Account for future credit unless otherwise requested.

#### 5. Full Withdrawals

To be eligible for a refund, continuing international students withdrawing from all academic programming must provide UNF with a Letter of Acceptance from another institution or the

official flight ticket to their home country. This ensures that students meet the requirements as member of the student class under the Immigration and Refugee Protection Act (Canada).

If a student is withdrawing from University of Niagara Falls Canada prior to the completion of their registered academic programming, a student is entitled to a refund of the unearned portion of tuition fees less an administrative fee of \$500:

- If the student withdraws from the program before one-half of it has been completed and requests a refund; or
- the program is discontinued or suspended for any reason before the student can complete the program.

There will be no refund of tuition fees if the student withdraws from the program once one-half or more of it has been completed.

To ensure there is a clear understanding that a student has withdrawn, the student is required to notify UNF in writing. The letter can be sent via e-mail, registered mail or delivered in person to the address indicated on the contract. Students do not have to provide a reason for their withdrawal for a program.

## **6. Refund Application Process**

It is the responsibility of the student to initiate the process of receiving an eligible refund. Non-attendance does not constitute notice of withdrawal, nor does notifying faculty or administrative staff.

Students must apply online for a refund by completing the online application form.

Upon completion of the refund application form, a ticket/reference number will be sent to the student to confirm submission of the application.

All supporting documentation must be included in the application. Students are responsible for providing current, accurate information for the processing of tuition refunds. Missing documents will prolong the refund request evaluation and processing time.

Students will be informed about any missing documents through a message in the Student Portal.

Students must drop a course by the drop/add dates as outlined in the Academic Calendar to be eligible for a refund. After this deadline, students are not eligible for a refund for that course. For the purposes of refunds, the day refers to the calendar day, beginning at 12:00am EST.

Upon successful payment of the refund, the Finance Department will send the student a message through the Student Portal.

Students can check the status of their refund application at any time by contacting the Finance Department with their ticket number and student number.

## **7. Refund Methods**

Before a refund can be processed, funds covering the tuition fee must have cleared and be fully available within your UNF account.

All refunds will be processed to the original method of payment in Canadian dollars within 30 days of a student's notice of withdrawal from a program.

**Online Credit Card/Interac Payments:** Any approved refund will be processed back to the original credit card used to complete the original payment to the University. Credit card refunds will be processed within 1-3 weeks from the approval of the refund; however, processing times may take longer during peak periods such as enrolment or start of academic terms. Refunds cannot be processed to another credit card.

**Cheque, Debit, EFT/Wire Payments:** Payments made via cheque, debit or EFT/Wire payment are eligible for refund via the original method of payment. Processing times may take longer during peak periods such as enrolment or start of academic terms. Refunds cannot be processed to another method of payment.

Please note that any bank charges may apply for refunds processed by bank transfer or payment processing platforms.

If the original method of payment is not available for refund, the University may request supporting documentation to verify payment details before making a payment. Refunds via cheque will only be processed in extenuating circumstances. Processing and delivery can take 4-6 weeks.

Any tuition payments made by a third party or sponsoring agency (e.g., government student loan, First Nations band, employer, etc.) will be refunded to the original funding agency.

Students should not deliberately overpay their student account. In cases where payments exceed more than the annual amount of the student's tuition, where no fees are billed, or where payment for student living is made to the University, UNF reserves the right to hold credit on the account for subsequent academic session(s) or to return the funds to the original payer, by the original method of payment.

## **8. Financial Appeals**

Students are expected to be aware of fee payment policies, deadlines, and other fee-related policies of University of Niagara Falls Canada.

If a student believes that their individual circumstances warrant a refund of student fees paid either in part or in full, they can file an appeal by contacting the Finance Department as per the Student Complaint Resolution Policy with information including:

- A written statement from the student stating the reason for the appeal;
- All supporting documentation relating to the appeal.

**9. Definitions**

These definitions apply to terms as they are used in this policy.

Word/Term	Definition
Continuing Student	A student who is currently registered at the University and has completed at least one term of study
Domestic Student	Any student who is either a Canadian citizen, Permanent Resident or approved as a Refugee
Add/Drop Deadline	Specified dates published in the UNF Academic Calendar, by which a student may add or drop a course without academic or financial penalty.
International Student	Any student who applied for or received a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada)
Unearned Tuition Fees	Any prepaid tuition fee collected from a currently enrolled student for the study period (later of the date of final examination or last day of classes) in which the student is registered but not yet earned because the program has not yet been delivered