



The Longevity Centre Tuition Refund Policy

Date of Last Revision: January 15, 2010

Section 1.01 Refunds in Cases of Withdrawal or Dismissal

1. Written Notice

- a) To initiate a refund, written notice must be provided:
 - 1. By a student to the institution when the student withdraws, or
 - 2. By the institution to the student where the institution dismisses a student.

2. Refund Entitlement

- a) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution 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.

3. Refund policy for students:

- a) Refunds before the program of study begins:
 - 1. If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total fees due under the contract or \$100.
 - 2. Subject to subsection (a) (i), if written notice of withdrawal is received by the institution thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total fees due under the contract, or \$500.
 - 3. Subject to subsection (a) (i), if written notice of withdrawal is received by the institution less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the



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lesser of 20% of the total fees due under the contract, or \$1000.

- b) Refunds after the program of study starts:
 - 1. If written notice of withdrawal is received by the institution, or a student is dismissed, within 10% of the period of instruction specified in the contract, the institution may retain 30% of the total fees due under the contract.
 - 2. If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract, the institution may retain 50% of the total fees due under the contract.
 - 3. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund is required.
- 4. Other Refund Policy Requirements
 - a) Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee.
 - b) Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
 - c) Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates specific to Part IV I. 4(b) of the PCTIA Bylaws