

Cancellation and Refund Policy

Cancellation

- “Cancellation” refers to those cancellations made before you leave your country. Please state your request in writing.
- Requests must be received by POINT3 a minimum of 45 calendar days or more before the start date of the course in order to receive a full refund (less administrative fees).
- If agent commissions have been paid out, the said amount will be deduct from the refundable amount.
- \$300.00 administrative fees are non-refundable.

Refund on Tuition

- There are no refunds on registrations for 4 weeks of courses or less.
- To receive a refund of fees based on the table below, a written notice of withdrawal stating the reason is required.
- The refunded amount will be based on the balance of unused fees.
- If agent commissions have been paid out, the said amount will be deduct from the refundable amount.
- Refunds are made to the person or agent who made the payment or another person otherwise agreed upon.

| 45 - 30 days before start date | Less than 30 days before start date | up to 10% of course completed | up to 30% of course completed | after 30% of course completed |
|--------------------------------|-------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 80 % refund | 75 % refund | 70 % refund | 50 % refund | No refund |

Student Visa

- If the Canadian Embassy or Consulate denies the Student Authorization Visa, a full refund (less \$300.00 administrative fees, agent fees and any bank fees) will be remitted.
- Students must provide POINT3 with the official letter of refusal from the Embassy.

Changes to Course of Study

- Students wishing to change their program or to request time off from their studies may do so with a minimum of 7 days prior notice to the office. A change fee of \$50 will apply. In doing so, students may simply continue their studies for the same amount of time taken off.
- If a student does not give notice and pay the change fee, the time off will be lost without refund.

Accommodation Cancellation

- Those wishing to cancel or change their accommodation must notify the office 7 days prior in writing in order to receive a refund.
- A \$195 accommodation change fee will be retained with less than a 7-day notice.
- All refunds are remitted in monthly installments.

Course Levels

- When there are less than 3 students in one level, POINT3 reserves the right to reduce the number of lessons per week. POINT3 reserves the right to cancel any course due to insufficient registrations.

Language Policy

- At POINT3 all students are required to use the language being studied.
- Students who disregard this policy are subject to remedial action by the administration of POINT3.