

# GV VICTORIA REFUND POLICY FOR TUITION AND FEES

This policy has been approved by the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Post-Secondary Education and Future Skills and is compliant with the Private Training Act. See the dispute resolution policy for further details.

- **Definitions:** In this policy, the word “course” refers to the full cycle of studies to which the student registered. The “course start date” refers to the start date listed in the student contract. In case of transfer from one school to another, the earlier contract date is the course start date.
- **Refund Procedure:** A student may be entitled to a refund of tuition fees in the event that the student provides notice to the school that he or she is withdrawing from the course; or the student provides a copy of the visa rejection letter from IRCC, or the school provides notice to the student advising that the student has been dismissed from the program. The notice of withdrawal or dismissal may be delivered in any manner, provided that a receipt or other verification is available that indicates the date on which the notice is delivered. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- **Refund Calculation:** The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the school 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.
- **Overpayment:** If the school has received fees in excess of the amount it is entitled to under the student contract, the excess amount will be refunded.
- **Involuntary Disqualification:** Where a student did not meet the school’s specific minimum requirements for admission through no misrepresentation or fault of their own, the school will refund all tuition and fees paid under the contract, less the applicable non-refundable student registration fee.
- **Time of Refund:** Refunds owed to students will be paid within 30 days of the school receiving notification of withdrawal and all required supporting documentation, or within 30 days of a school’s written notice of dismissal.

## FOR ANY COURSE:

- **Withdrawal due to visa rejection:** On receipt of the student’s visa rejection letter from IRCC, all tuition fees will be refunded, apart from the nonrefundable registration fee and any nonrefundable accommodation fees. If the school has waived the nonrefundable registration fee for any reason, this waiver shall be invalidated in case of the student’s visa denial or booking cancellation, and the school shall retain this fee.

## FOR COURSES LESS THAN \$4,000 IN TUITION AND LESS THAN 6 MONTHS IN DURATION:

- **Withdrawal before the course start date:**
  - a. If a student withdraws 30 days or more before the start of the course, the school will retain 25% of the tuition due under the contract and refund the remainder to the student.
  - b. If a student withdraws less than 30 days before the start of the course, the school will retain 40% of the tuition due under the contract and refund the remainder to the student.
- **Withdrawal after the course start date:**
  - a. If a student withdraws (or is dismissed) before 5 calendar days of the course start date have passed, the school will retain 50% of the tuition due under the contract and refund the remainder to the student.
  - b. If a student withdraws (or is dismissed) after 5 or more calendar days have passed since the course start date, no refund on tuition will be paid.
  - c. The school will refund 100% the materials & technology fee paid for any instructional weeks not provided to the student, regardless of the tuition refund available.

## FOR COURSES MORE THAN \$4,000 IN TUITION AND LESS THAN 6 MONTHS IN DURATION

- **Withdrawal before the course start date:**
  - a. If a student withdraws before the start of the course and no later than 7 days after signing the enrolment contract, all tuition fees will be refunded, apart from the non-refundable registration fee.
  - b. If a student withdraws before the start of the course but more than 7 days after signing the enrolment contract, the school will retain 10% of the tuition due under the contract (up to a maximum of \$1,000) and refund the remainder to the student.
- **Withdrawal after the course start date:**
  - a. If a student withdraws (or is dismissed) after the course start date and up to 10% of the instruction hours have been provided, the school will retain 10% of the tuition due under the contract and refund the remainder to the student.
  - b. If a student withdraws (or is dismissed) after the course start date and after 10% but before 30% of the instruction hours have been provided, the school will retain 30% of the tuition due under the contract and refund the remainder to the student.
  - c. If a student withdraws (or is dismissed) after the course start date and after 30% but before 50% of the instruction hours have been provided, the school will retain 50% of the tuition due under the contract and refund the remainder to the student.
  - d. If a student withdraws (or is dismissed) after the course start date and after 50% of the instruction hours have been provided, no refund on tuition fees will be paid.
  - g. If a student does not attend the first 30% of the program, the school will retain 50% of the tuition due under the contract and refund the remainder to the student.
  - h. The school will refund 100% the materials & technology fee paid for any instructional weeks not provided to the student, regardless of the tuition refund available.

# POLICIES



## GV VICTORIA GENERAL FINANCIAL POLICIES

All policies are subject to change. Please check our website for the most up to date information.

- **Price validity:** All registrations for studies in 2026 received on or before December 31, 2025, will be charged 2025 rates for tuition and fees (apart from homestay). Homestay registrations for studies in 2026 received on or before December 31, 2025 will be charged 2025 rates only if full invoice payment is made by December 31, 2025.
- **Letter of Acceptance:** A letter of acceptance will be issued upon receipt of the completed registration form and a payment. Please check with the school on payment policy. An original copy may be mailed, faxed, or emailed upon request. The school is not responsible for any extra courier charges.
- **Payment:** Certain enrollment may require full invoice pre-payment. Check with the school and local consulate or embassy on payment methods and any other requirements. Payments to Global Village may be made by credit card, wire transfer, EFT, PayPal, or Interac e-transfer. Additional bank charges may apply in some cases. Full payment of homestay fees is required 4 weeks before homestay start date, and full payment of tuition and all other fees is required 1 week before course start date.
- **Minors:** Students under the age of 19 must have their student contract signed by a parent or legal guardian. Underage students must submit underage agreements signed by their parents/legal guardians. Custodial letters are available only for underage students living in Global Village Homestay; an additional fee applies.
- **Medical insurance:** Students are required to have sufficient medical insurance coverage before arrival. \$500,000 minimum coverage is strongly recommended. Students are not required to purchase insurance through Global Village, but may do so if desired.
- **External Fees:** Any external service provider costs (including but not limited to legal costs, insurance costs, and activity costs) are non-refundable.
- **Availability:** Start dates, classes and course content may change at any time and without prior notice. The fees, dates and conditions listed in this brochure are subject to change at any time and without prior notice. All courses are available based on enrollment.
- **Program Change Fees:** A program reduction fee of \$110 will be applied when students reduce the number of booked weeks after a letter of acceptance has been issued, or if students make alterations to their booked courses after the course start date.
- **Responsibility:** Global Village English Centre Victoria Ltd. (dba Global Village Victoria + dba Global Village Calgary) accept no responsibility whatsoever for any loss or damage to the personal belongings or property of a student or course participant or for any injury to or death of a student or course participant occurring on or off school property. Students must comply with the rules of the school. Failure to do so may result in dismissal. Please check with the school regarding a complaint resolution procedure.

## GV VICTORIA REFUND POLICY FOR HOMESTAY

The refund to which a student is entitled is calculated on the total homestay fees due under the contract. Where total homestay fees have not yet been collected, the school 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. Cancellation is considered to be effective from the end date specified in the cancellation notice.

### Cancellation BEFORE the homestay start date:

- If a student cancels 12 weeks or more before the homestay start date, 100% of homestay fees will be refunded.
- If a student cancels 12 weeks before the homestay start date, 100% of homestay fees will be refunded, with the exception of the Homestay Placement Fee.

### Cancellation AFTER the homestay start date:

- In the event that a host family failed to meet the required homestay conditions, the student will be moved to another Homestay at no additional charge. No refund will be given for the period of homestay already used.
- If a student cancels 3 or more weeks prior to the effective cancellation date, then the Homestay Placement Fee and any used homestay fees will be retained, and 100% of unused homestay fees will be refunded.
- If a student cancels less than 3 weeks prior to the effective cancellation date, then the Homestay Placement Fee and any used homestay fees will be retained. In addition, 3 weeks further of homestay fees will be retained, and a \$150 cancellation fee will be charged. 100% of remaining homestay fees will be refunded.