

Student Withdrawal & Refunds

EAP Refund Policy

A refund will be issued on the following conditions ONLY:

1. For students accepted into a face-to-face EAP course who are planning to come to Canada to study in person.
 - a. If a student is refused entry to Canada by Immigration, Refugees and Citizenship Canada (IRCC), the student will receive a full refund of any tuition fees that have been paid.

If a student holds a valid [Provincial Attestation Letter \(PAL\)](#) and is denied a Study Permit, the student will receive a full refund of any tuition fees that have been paid.

Applying for Refund

The refund request should be submitted in writing to the Director, English Language Studies & University Access at els@dal.ca before the start of the term along with the refusal and/or rejection letter by Immigration, Refugees and Citizenship Canada (IRCC).

*Students starting the course online and planning to apply for a study permit later in the course and are denied a study permit, will continue the course online. If the student wishes to withdraw and apply for a refund in this case, please refer to the *Student Withdrawal* section below for how the refund will be calculated.

There will be no refund of the application fee.

Student Withdrawal

1. For students accepted in the online EAP course and have not used a PAL to apply for a study permit.
 - a. If the student plans to withdraw from the course before the start of the program and submit a withdrawal request in writing to the Director, English Language Studies & University Access, at els@dal.ca they are eligible for a full refund of their tuition fees.

The EAP program offers the option to withdraw from the course in ONLY extenuating circumstances after the start date of the course (e.g. health related issues or circumstances regarding the student leaving the country). **Non-attendance** does not constitute withdrawal.

Withdrawals are effective when a student withdraws from classes by submitting written notification to the Director of English Language Studies & University Access at els@dal.ca. A meeting between the student and Director and/or Associate Director will take place to discuss the reason for the withdrawal from the course.

Upon approval of the withdrawal from the Director, English Language Studies & University Access, the refund will be made. The calculation of the refundable portion of fees will be based on the date of approval (retroactive withdrawals will not be permitted).

A refundable portion of fees is determined by the date of the withdrawal request (retroactive withdrawals not allowed).

Withdrawal approved within 5 calendar days of the start date of the course.	Refund of 35% of total fees
Withdrawal approved within 15 calendar days of the start date of the course.	Refund of 10% of total fees paid
Withdrawal after 15 calendar days of the start date of the course.	No refund

There will be no refund of the application fee.

If a student is dismissed from the program for any reason, they will not be entitled to a refund of fees. Any appeals can be made to the Director, English Language Studies & University Access for review.

Any Refunds Due

Students will receive any refund due to them within 30 calendar days of Dalhousie University receiving written notice of cancellation from them or a notice of dismissal.

Payment through an Agent

Students who enroll or pay through an agent and granted a refund will receive that refund through their agent.