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| Procedure Name: | PAYMENT AND REFUND |  |
| Approved By: | President's Council | |
| Approval Date: | October 21, 2025 | |
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| Procedure Holder: | VP, Corporate Services & CFO | |
| Operational Lead: | Registrar | |
| Procedure Number: | EDU-010P | |

PAYMENT AND REFUND PROCEDURE

1.00 PURPOSE

- 1.1 This procedure establishes guidelines for the payment and refund of Coast Mountain College (the College; CMTN) fees.

2.00 DEFINITIONS

- 2.1 **Application Fee:** A non-refundable fee paid to apply for a program.
- 2.2 **Business Day:** An official working day as designated by CMTN and/or department. Excludes Saturdays, Sundays, and statutory holidays.
- 2.3 **Cohort-Based Program:** A learning experience where a group of students progresses through a course or curriculum together on a shared schedule, similar to traditional schooling. Examples include Trades, Health Care Assistant, Practical Nursing, Work Skills Training.
- 2.4 **Commitment Fee:** A non-refundable deposit paid in advance to confirm an applicant's intention to attend and reserve a seat in a course or program. This fee is deducted from the overall tuition and is required at the time of registration.
- 2.5 **International Insurance Fees:** Fees paid to a third party that may not be refundable.
- 2.6 **Start Date:** The first scheduled date of a program or course.
- 2.7 **Student Union Fees:** Mandatory fees that CMTN is legislated to collect on behalf of the Students' Union.
- 2.8 **The College:** Coast Mountain College (CMTN).
- 2.9 **Tuition and Mandatory Fees:** Monies charged by CMTN for instruction of a course or a program. Mandatory fees include, but are not limited to, technology, graduation, material, infrastructure, and registration fees.
- 2.10 **Withdrawal:** A formal written request to the Registrar's Office or Workforce Training by a student to drop a course or program. This can occur at any time before or after the course or program begins. The timing of this request will correspond to refund amounts available. Instructors may also notify the Registrar's Office that a student is to be withdrawn for attendance reasons.
- 2.11 **WTCS:** Workforce Training and Continuing Studies Department.

3.00 TUITION AND RELATED FEES FOR PROGRAMS AND COURSES

- 3.1 For students registered in cohort-based programs, such as trades, Health Care Assistant, or Work Skills Training, the refund date will be calculated based on the program start date.
- 3.2 For students registered in programs where student may progress as full- or part-time, the refund will be calculated on a course-by-course basis.
- 3.3 Tuition and mandatory fees must be paid in full or the Registrar’s Office must have received confirmation of sponsorship 10 business days before the course or program starts.
 - a. Student loan applications may take two to six weeks to process. Students awaiting confirmation of student loan eligibility are encouraged to contact the Financial Aid Officer. To guarantee student loan payment by the deadline, students should submit student loan applications in early August.
- 3.4 Students are responsible for officially notifying the Registrar’s Office when they wish to withdraw from courses or programs.
- 3.5 Students may be withdrawn for non-payment.
 - a. Students withdrawn for non-payment are not guaranteed a refund.
 - b. Students on an approved payment plan may be withdrawn for defaulting on the payment plan. Students will owe the balance remaining on their account (see Section 5.4).
- 3.6 Adult upgrading students pay at the time of registration or submit a funding application and do not forfeit a deposit should they withdraw before the first day of class.
- 3.7 Withdrawal dates are calculated based on the duration of the course or program.
- 3.8 For most programs and courses greater than one month in duration, the following timelines apply (see Section 3.11 for WTCS timelines):

| Deadlines | Refund |
|---|---|
| Withdrawal prior to the first day of class. | Full refund less a \$100 non-refundable commitment fee. |
| Withdrawal within the first five business days after the class began. | Full refund less a \$100 non-refundable commitment fee. |
| Withdrawal after the 5 th business day of class. | No refund |

- a. Commitment fees will not be charged for sponsored or dual credit students who withdraw within the first five business days of the course or program start.

3.9 For courses less than one month in duration, the following timelines apply:

| Deadlines | Refund |
|---|--|
| Withdrawal prior to the first day of class. | Full refund less a \$100 non-refundable commitment fee and application fees. |
| Withdrawal on the first day of class. | Full refund less a \$100 non-refundable commitment fee and application fees. |
| Withdrawal after the first day of class. | No refund. |

3.10 Field schools abide by the following timelines:

| Deadlines | Refund |
|--|---|
| Withdrawal prior to 10 business days before the courses start. | Full tuition fees, less the \$100 non-refundable commitment fee and field school deposit. |
| Withdrawal within 10 business days before start of courses. | Full tuition fees only. |
| Withdrawal first day of class. | No refund. |

a. Field trip fees are not refunded within 10 business days before the first day of the field school.

3.11 For weekly billed, continuous intake courses and programs, the refund amount is calculated based on the date of official withdrawal from the course.

a. This can be done by submitting a completed [change/withdrawal form](#) to the registration desk at the student’s local campus.

b. A refund will not be given for weeks completed.

3.12 Programs and courses offered by WTCS are not funded through the Ministry of Post-Secondary Education and Future Skills and the following refund rules apply:

| Deadlines | Refund |
|--|-------------|
| Withdrawal of 7 days or more before the start of class | Full refund |
| Withdrawal of between 3 and 7 days before the start of class | 50% refund |
| Withdrawal of less than 3 days before the start of class | No refund |

3.13 For programs in WTCS, student-initiated course transfers will be treated as withdrawals.

a. Exceptional circumstances may be considered for students within seven days before the start of class. See Section 3.15.

3.14 Any exceptions to these refund procedures must be noted in the course descriptions on the website.

- 3.15 The College recognizes that extenuating circumstances may warrant a refund after normal deadlines have passed. Requests are approved on a case-by-case basis.
- a. These include, but are not limited to, medical or bereavement reasons. Appropriate documentation must be submitted to the Registrar's Office to support a refund request which may include:
 - i. a note from a registered physician to support a medical withdrawal
 - ii. certificate of death or an obituary
 - iii. notification from program faculty, staff, or Learner Support Services in support of a student withdrawal due to illness or bereavement.
 - b. Other documentation providing evidence of illness may be submitted to support a medical withdrawal.
 - c. Responsibility lies with the Registrar or delegate to determine refund eligibility.
- 3.16 To be eligible for a refund, students must officially withdraw prior to posted refund dates by informing Enrolment Services in person, submitting the [change/withdrawal form](#), or by withdrawing on [myCMTN](#).

4.00 PAYMENT AND REFUNDS FOR INTERNATIONAL APPLICANTS

- 4.1 To be eligible for registration and issued a study permit, international applicants are required to pay an annually determined tuition deposit of which a portion is nonrefundable.
- a. The tuition deposit is based on estimated tuition and fees for full time enrolment for two academic terms.
 - b. Unused deposit amounts will be moved to subsequent terms or forfeited.
- 4.2 In cases where an international applicant is denied a study permit, the College will provide a refund less the \$100 application fee and a \$250 administrative fee.
- 4.3 The applicant is responsible for providing documentation from Immigration, Refugees and Citizenship Canada (IRCC) indicating the permit has been denied.
- 4.4 International students may defer up to three academic terms (the equivalent of one calendar year) or depending on program availability. Students must notify the College before the beginning of class.
- 4.5 If official documentation is not provided within four months of the program start date, the deposit will be forfeited and no deferral or refund is available.
- 4.6 Refund requests will be administered to the origin of payment and no cheques will be issued. Applicants are required to complete the refund request form.
- 4.7 For payments made to medical insurance providers, no refunds will be provided once the insurance policy has started.
- 4.8 Subsequent terms are refunded using the same procedures outlined in Section 3.00.

5.00 TUITION PAYMENT PLANS

- 5.1 Students may be eligible for a payment plan (instalment of fees) once within the duration of their program at the College.

- 5.2 To be eligible for a payment plan (instalment of fees), students must:
 - a. pay 50% of their tuition by the tuition deadline for their requested term
 - b. be in the second year of studies, and
 - c. not have previously accessed a payment plan option in the past two years.
- 5.3 Each request is reviewed on a case-by-case basis, and a response to the request will be provided within five to 10 business days. Requests must be approved by the Registrar’s Office prior to appropriate tuition deadlines.
- 5.4 The College reserves the right to request changes to enrolment in order to approve a payment plan.
- 5.5 Students will not be eligible for additional enrolments until the payment plan is paid in full.
 - a. Transcripts and credentials may be withheld until outstanding balances are paid.
- 5.6 Students may be withdrawn from classes if they default on the agreed upon plan.
- 5.7 If a student defaults on a payment plan and does not respond to the College's collection efforts, their account may be referred to a third-party collection agency.

6.00 RELATED POLICIES, PROCEDURES, AND GUIDELINES

- 6.1 [EDU-010, Payment and Refund Policy](#)

7.00 OTHER SUPPORTING DOCUMENTS

- 7.1 [General Appeal Form](#)
- 7.2 [Change/Withdrawal Form](#)
- 7.3 [Sponsorship Third Party Billing Authorization Form](#)
- 7.4 [Refund and Deferral Form for International Students](#)

8.00 HISTORY

| Created/Revised/Reviewed | Date | Author’s Name and Role | Approved By |
|--------------------------|------------------|---|---------------------|
| Created | June 18, 2019 | | President’s Council |
| Revised | October 21, 2025 | Associate Registrar, Enrolment Services | President’s Council |