


Policy Name:	PAYMENT AND REFUND	
Approved By:	Presidents Council	
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Policy Holder:	VP Corporate Services	
Policy Number:	FIN-002	
Category:	Finance	

## PAYMENT AND REFUND

### 1.00 PURPOSE

Coast Mountain College (the College) administers payments and refunds in a means that is fair to students while supporting timely planning of resources to run programs and courses. Payment deadlines and refund eligibility will be clearly stated and communicated to the campus community. Payment deadlines and refund amounts will be calculated based on course and program start dates.

### 2.00 DEFINITIONS

- 2.01 **Application Fee:** A non-refundable fee paid to apply for a program.
- 2.02 **Business Day:** An official working day as designated by the College and/or department. Excludes Saturdays, Sundays and statutory holidays.
- 2.03 **Commitment Fee:** A non-refundable deposit paid in advance to confirm an applicant's intention to attend and reserve a seat in the course/program. This fee is deducted from the overall tuition and is required at the time of registration.
- 2.04 **International Insurance Fees:** Fees paid to a third party that may not be refundable.
- 2.05 **Start Date:** The first scheduled date of a program or a course.
- 2.06 **Student Union Fees:** Mandatory fees that the College is legislated to collect on behalf of the Students' Union.
- 2.07 **Tuition and mandatory fees:** A fee charged by the College for instruction of a course or a program. Mandatory fees include, but are not limited to technology, graduation, material, infrastructure and registration fees.

- 2.08 **Withdrawal:** A formal written request to the Registrar’s Office or Workforce Training by a student to drop a course/program, this can occur at any time before or after the course/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 Instructors may also notify the Registrar’s Office that a student is to be withdrawn for attendance reasons.
- 2.09 **WTCS:** Workforce Training and Continuing Studies department.

### 3.00 POLICY STATEMENT

- 3.01 Coast Mountain College will have fair and transparent refund procedures that will support the College’s ability to operate efficiently. The College reserves the right to limit fee refunds to students who enroll in courses and withdraw; thus recognizing the College’s investment in the resources required to prepare for and deliver courses and programs for registered students.
- 3.02 The College will set tuition payment deadlines and has the ability to de-register students for non-payment.
- 3.03 The College limits daily cash transactions to \$500 per student per day.
- 3.04 Commitment fees are non-refundable and will be applied to tuition. Other fees that may not be eligible for a refund are outlined in the Payment and Refund Procedures.
- 3.05 Tuition free programs are exempt from commitment fees for domestic students.
- 3.06 Training contracts must specify all financial details including required fees and refunds.
- 3.07 The College reserves the right to cancel programs and courses for any reason. A full refund will be issued should a course be cancelled by the College.
- 3.08 The student is responsible to inform the College of their intention to withdraw; reasonable timeframes to withdraw from courses and programs are provided for refund eligibility as outlined in the Payment and Refund Procedures.
- 3.09 Students may be withdrawn in accordance with the Academic Integrity and Appeals Policy (E-2017-004). Refund eligibility is determined by dates specified in the Payment and Refund Procedures. Students may not be eligible to receive a refund if withdrawn for non- attendance.
- 3.10 The College provides a mechanism to appeal for a refund in extenuating circumstances.

### 4.00 PROCEDURES

See Appendix 1: “Procedures for Refunds”

## 5.00 RELEVANT LINKS & RESOURCES

- Academic Integrity and Appeals Policy (E-2017-004)
- [College and Institute Act](#)
- Eligibility for Domestic Fees Policy (FIN-003) and Procedures
- Payment and Refund Procedures
- Scheduling Policy (EDU-005)