

English Language Centre – Cancellation & Refund Policies

Individual Students (AEP, IAEP & VIP Programs)

Payment:

1. The Application Fee is due **upon application** to the program (*students who are conditionally admitted to an academic program at Lakehead University do not need to pay an additional ELC Application Fee*).
2. Tuition Deposit of \$1000 CAD is due **30 days prior** to the program start date.
3. Payment in Full is due by the **first day** of the program.

Cancellation & Refund Terms:

1. **Visa/Study Permit Denials**
 - a. Full Refund (excluding Application Fee)
 - b. Refund request must be received **before** the first day of the program, otherwise the request will not be granted.
 - c. Refund request must include supporting documentation.
2. **Successful completion of an external exam (TOEFL, IELTS, etc.)**
 - a. All fees (excluding Application Fee) will be transferred to the student's academic program.
 - b. Documentation must be received **before** the first day of the program.
3. **Successful completion of the ELC Placement Test (on the first day of the program)**
 - a. ELC Tuition and fees will be transferred to the student's academic program (excluding Application Fee & Placement Test Fee).
4. **Withdrawal/Change of Mind**
 - a. Partial Refund (excluding Application Fee & \$1000 Deposit)
 - b. Refund request must be received **one week** before the first day of the program.
5. **No-Show**
 - a. No refund available if no notice has been provided that student is not attending the program.
6. **Dismissal due to code of conduct violation**
 - a. No refund available.
 - b. Student will not be eligible to register for any future program dates.

Groups (AEP, IAEP, VIP & Innovation Programs)

Payment:

1. Application Fee and Tuition Deposit are non-refundable and non-transferrable.
2. Payment in Full is due **30 days prior** to the program start date.

Cancellation & Refund Terms:

1. Visa/Study Permit Denials

- a. Full Refund (excluding Application & Tuition Deposit)
- b. Refund request must be received **one week** before the first day of the program, otherwise the request will not be granted.
- c. Refund request must include supporting documentation.

2. Withdrawal/Change of Mind

- a. Partial Refund (excluding Application Fee & Tuition Deposit) as follows:

Refund Request Received	Tuition Refund Granted
More than 21 days prior to start date	75% refund
Between 21 and 7 days prior to start date	50% refund
Less than 7 days prior to start date	0% refund

3. No-Show

- a. No refund available if no notice has been provided that student is not attending the program.

4. Dismissal due to code of conduct violation

- a. No refund available.
- b. Student will not be eligible to register for any future program dates.

Refund Request Process

In order to request a full or partial refund, a **Refund Request Form** must be completed and submitted by the applicable deadlines as outlined above. Please contact international.english@lakeheadu.ca for more information and to request the form.