


Policy Name:	PAYMENT AND REFUND	
Approved By:	President's Council	
Approval Date:	June 18, 2019	
Next Scheduled Renewal Date:	May 2024	
Policy Holder:	VP, Corporate Services	
Operational Lead:	Registrar and Director of Institutional Research	
Policy Number:	EDU-010	

PAYMENT AND REFUND POLICY

1.00 PURPOSE

- 1.1 This policy establishes guidelines for Coast Mountain College (CMTN) to administer payments and refunds in a way that is fair to students while supporting timely planning of resources to run programs and courses.

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 **Commitment Fee:** A non-refundable deposit paid in advance to confirm an applicant's intention to attend and reserve a seat in the course or program. This fee is deducted from the overall tuition and is required at the time of registration.
- 2.4 **International Insurance Fees:** Fees paid to a third party that may not be refundable.
- 2.5 **Start Date:** The first scheduled date of a program or course.
- 2.6 **Student Union Fees:** Mandatory fees that CMTN is legislated to collect on behalf of the Students' Union.
- 2.7 **Tuition and Mandatory Fees:** Fees 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.
- 2.8 **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 Instructors may also notify the Registrar's Office that a student is to be withdrawn for attendance reasons.
- 2.9 **WTCS:** Workforce Training and Continuing Studies Department.

3.00 ELIGIBILITY AND AMOUNTS

- 3.1 Payment deadlines and refund eligibility will be clearly stated and communicated to the campus community.
- 3.2 Payment deadlines and refund amounts will be calculated based on course and program start dates.

4.00 TUITION PAYMENT AND REFUND

- 4.1 Coast Mountain College will have fair and transparent refund procedures that will support the College's ability to operate efficiently.
 - a) 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.
- 4.2 The College will set tuition payment deadlines and has the ability to de-register students for non-payment.
- 4.3 The College limits daily cash transactions to \$500 per student per day.
- 4.4 Commitment fees are non-refundable and will be applied to tuition.
- 4.5 Tuition free programs are exempt from commitment fees for domestic students.
- 4.6 Training contracts must specify all financial details including required fees and refunds.

5.00 COURSE OR PROGRAM CANCELLATION

- 5.1 The College reserves the right to cancel programs and courses for any reason.
- 5.2 A full refund will be issued should a course be cancelled by CMTN.

6.00 WITHDRAWAL

- 6.1 The student is responsible for informing CMTN of their intention to withdraw.
 - a) Reasonable timeframes to withdraw from courses and programs are provided for refund eligibility as outlined in EDU-010P, *Payment and Refund Procedure*.
- 6.2 Students may be withdrawn in accordance with EDU-004, *Academic Integrity and Appeals Policy*.
 - a) Students may not be eligible to receive a refund if withdrawn for non- attendance.

7.00 APPEALS

- 7.1 The College provides a mechanism to appeal for a refund in extenuating circumstances.

8.00 RELATED POLICIES AND PROCEDURES

- 8.1 [EDU-004, Academic Integrity and Appeals Policy](#)
- 8.2 [EDU-005, Scheduling Policy](#)
- 8.3 [EDU-010P, Payment and Refund Procedures](#)
- 8.4 [EDU-011, Eligibility for Enrolment as a Domestic Student Policy](#)
- 8.5 [EDU-011P, Eligibility for Enrolment as a Domestic Student Procedure](#)

9.00 OTHER SUPPORTING DOCUMENTS

9.1 BC [College and Institute Act](#)

10.00 HISTORY

Created/Revised/ Reviewed	Date	Author's Name and Role	Approved By
Created	April 19, 2016		President's Council