



KI VANCOUVER REFUND POLICY

CANADA

Effective September 1, 2021

1. Payment of refunds

The account from which payment was originally received.

To ensure compliance with all applicable laws relating to the prevention of financial crime, refunds will only be made to:

- The original payer; and
- The account from which payment was originally received.

2. Non-Refundable Fees:

The following fees (fees related to tuition) are non-refundable in respect of any bookings:

- Application Fee
- Courier Fee
- Medical Insurance
- Accommodation Placement Fee
- Program Supplement Fee
- Airport Transfer Fee
- Materials Fee

3. Terms:

- In the event of Kaplan cancelling or terminating a program, a full refund of all unused fees will be made.
- Tuition fees are non-transferable to other students.
- In all cases where a student terminates their studies the relevant immigration authorities will be informed.
- Kaplan will pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Postponement Policy

- A. Postponements will only be made on receipt of a valid written customer request.
- B. Bookings may be postponed a maximum of two times within one year of the original booking date.
- C. Bookings may only be postponed by up to 6 months at a time.
- D. You may be rebooked at the rates currently in effect at the time of rebooking.
- E. Only one tuition promotion may be used at any time; any previously expired promotions will no longer be valid at the time of postponement; a current promotion, valid at the time of postponement, may be applied.
- F. Any additional incurred actual costs for accommodation postponements, regardless of notice provided, will also be charged.

Cancellation Policy

'Cancellation' means cancelling a program before the start date of the first program you are attending and for which attendance is required.

'Service Fees' for this Cancellation Policy means any courier fee, accommodation placement fee, application fee, bank charges and any other service charges as applicable. Note: in all cases, regardless of cancellation region:

- where visa or visa support documentation has been issued, the relevant immigration authorities will be informed; and
- for accommodation cancellations, regardless of notice provided, will also be charged to the student.

Before the program start date, if Kaplan receives written notice of withdrawal ("Cancellation"), refunds will be applied as follows:

No later than seven days after student signed the enrolment contract (i.e., the date on the Letter of Acceptance or Booking Confirmation Form issued by Kaplan) and before the program start date:

- 100% tuition and all related fees, other than application fee.
- Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials

At least 30 days before the later of:

- A. The program start date in the most recent Letter of Acceptance (international students) or
- B. The program start date in the enrolment contract:

- Kaplan will retain 10% of tuition, to a maximum of \$1,000
- Kaplan will refund fees paid for course materials if not provided to the student

More than seven days after the student and institution signed the enrolment contract (i.e., the date on the Letter of Acceptance or Booking Confirmation Form issued by Kaplan) and less than 30 days before the later of:

- A. The program start date in the most recent Letter of Acceptance
- B. The program start date in the enrolment contract

- Kaplan will retain 20% of tuition, to a maximum of \$1,300
- Kaplan will refund fees paid for course materials if not provided to the student

Note: Any incurred actual costs for accommodation cancellations, regardless of notice provided, will also be charged.

TERMINATION POLICY

'Termination' means stopping or leaving all or part of the course or courses booked, or reduction in weekly lessons, including extensions, once the first course has started. (In the USA and Canada, this applies to the current period of enrollment only).

When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated (except for students attending our Vancouver location).

In all cases additional service charges (e.g., airport transfers, courier fees, application fees, medical insurance, accommodation placement fee, program supplement fee, etc.) are nonrefundable and written notification of termination must be given to the School Director. Students who terminate their program may not be eligible to receive a Kaplan certificate and will not be allowed to stay in Kaplan accommodation.

Tuition

Students wishing to terminate must give written notice to the School Director; the notice of cancellation or termination (e.g., withdrawal or dismissal) is effective the date it is delivered). The refund will be calculated as follows:

After the program start date, and up to and including 10% of instruction hours have been provided:

- Kaplan will retain 30% of tuition
- Kaplan will refund fees paid for course materials if not provided to the student

After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided:

- Kaplan will retain 50% of tuition
- Kaplan will refund fees paid for course materials if not provided to the student

In all cases where a student terminates his or her studies, the relevant immigration authorities will be informed.

OTHER

No Show

Student does not attend the first 30% of the program:

- Kaplan will retain 50% of tuition
- Kaplan will refund fees paid for course materials if not provided to the student

Refusal of Study Permit

Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:

- A. The program start date in the most recent Letter of Acceptance
 - B. The program start date in the enrolment contract (i.e., the date on the Letter of Acceptance or Booking Confirmation Form issued by Kaplan) and
 - C. Student has not requested additional Letter(s) of Acceptance.
- Kaplan will refund 100% tuition and all related fees, other than application fee.

Student enrolled in a program without having met the admission requirements for the program

If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees:

- Kaplan will refund 100% tuition and all related fees, including application fees

Accommodation

- In order to terminate their accommodation contract, students must give at least 4 weeks' notice in writing to the School Director. The student acknowledges that some hostels and apartments require more notice and may charge a higher cancellation fee - where this is the case it will be notified to the student.
- At least 8 weeks' written notice will be required for terminating discounted accommodation packages. Such notice should be sent to the School Director.

REFUNDS:

- A refund will be made of the unused accommodation fee less the applicable notice period and the applicable change fee. Refunds will be calculated based on the total accommodation weeks booked, including periods of extension. Used weeks of discounted accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.
- Some residential options may have additional terms and conditions relating to reservation cancellation, including minimum notice period; these will be included in any refund calculation.