

Refund Appeal Requests

Covid 19 Update:

Appeals based on financial need alone will not be considered by the REAC (Refund Exception Appeal Committee), including financial need associated with COVID-19.

If you are a student and are facing financial difficulty, please reach out to Financial Aid for advising about supports available to you: ([Student Success Services](#))

Please note Health and Counselling Services continues to offer support services: ([Student Success Services](#))

More information about Canadore College's response to COVID-19 can be found at: ([CLICK HERE](#))

Before You Apply

Before you apply, please review the following:

1. Be sure to include all supporting documentation such as medical notes, death certificates, etc. Applications without supporting documents may result in a processing delay or be immediately denied.
2. When you describe the extenuating circumstances that you feel entitle you to a refund of fees, be sure to include details, such as a brief description of the nature of the circumstances and how they affected your decision to withdraw from the program(s), and the dates when relevant events occurred.
3. To avoid incurring the late fee payment penalties, students are advised to pay their tuition and other fees by the stated tuition deadline date. ([CLICK HERE](#))
4. If you have concerns about withdrawal fees or late fees, please contact the [Finance Department](#) directly.

Eligible Reasons for a Tuition Refund Request

Medical

Medical requests must be accompanied by supporting medical documentation. Please note, we do not require detailed medical records or the disclosure of a diagnosis, rather the College requires that the documents confirm the specific dates on which the student visited the health professional and should include details on the following:

- the degree to which the health issue (or treatment, in the case of medication, for example) is likely to have affected the student's/family members ability to study, attend classes, or sit examinations;
- the length of time over which the student's/family members abilities were likely hampered by the condition;
- the fitness of the student to resume studies, if applicable.

If the condition began prior to the semester of the tuition refund request, documentation should include an explanation of how the condition has worsened or changed in an unforeseeable way.

Students with pre-existing conditions are expected to work with the resources and supports available to them through [Student Success Services](#) to develop an academic plan to accommodate their condition and needs.

Compassionate

- Death of a loved one, including immediate or extended family member, or close friend. A death certificate or obituary in English is required as documentation.
- A sudden change in personal or familial responsibilities, such as taking care of a sick loved one or taking over childcare responsibilities for a sick loved one.
- Other unanticipated events not mentioned above will be considered, provided there is clear supporting documentation.

Other extraordinary circumstances, including but not limited to:

- Unanticipated transfers or deployments for military and first responder personnel
- Administrative errors

Ineligible Reasons for a Refund Request

Financial reasons

Financial concerns alone are not considered an eligible reason for a refund request. For students facing financial hardship, we encourage connecting with [Financial Aid](#) for advising and support.

Being unaware of tuition refund dates and deadlines

In order to enrol in a program, students must agree to The College's Terms and Conditions when they register to complete enrolment actions. Students are responsible for knowing and adhering to all deadlines and policies in reference to enrolment and fees.

Nonpayment or Nonattendance

Failure to pay tuition by the tuition payment deadline will not result in an automatic withdrawal, and failure to pay tuition is not a valid reason for a refund ([Refund Policy](#)). Students are responsible for all fees incurred by their enrolment actions. Similarly, failure to attend classes in which a student is enrolled is not a valid reason for a refund request.

Issues pertaining to course content or instructor performance

Please refer concerns and feedback using the Student Complaint Process or by reaching out to your program coordinator, academic advisor or respective Dean.

Workload, difficulty, or scheduling issues

It is the student's responsibility to manage their workload, difficulty level, and scheduling needs, and as such these are not considered eligible reasons for a refund request.



Courses not fitting academic program or graduation plan

It is the student's responsibility to understand requirements and work with advisors if necessary to ensure enrolment decisions are suited to their academic plan.

Overenrolling to attend classes before dropping in order to save seats in preferred classes

Students should only enrol in courses they intend to take. Please note that students are responsible for tuition and fees for courses that they were enrolled in from the waitlist. For this reason, it is advised that students drop themselves from any waitlist for courses they no longer intend to take. Over enrolment to secure preferred enrolment opportunities is not a valid reason for a refund request.

Tuition Refund Request

Timeline

Students who feel they are eligible for a tuition refund as per the above criteria may request one using the applicable webform linked below.

Requests will be reviewed on an ongoing basis, based on the enrollment dates and deadlines found here ([CLICK HERE](#)). Please ensure that all documentation is submitted at the time of the request application. Failure to provide the requested documentation could result in a delay of your review or for your request to be immediately denied by the REAC. Due to a high demand in requests, the timeline to process a refund appeal request is 6- 8 weeks.

Student Declaration and Responsibility:

Upon enrolling in classes, a student has initiated a contract with the College and is bound by the Terms and Conditions of their registration.