

CONDITIONS OF ENROLMENT

1. All students must have a valid Canadian visa for the duration of their program before they start their program. Students should be prepared to show their entry to Canada documents on their first day at Camber College. It is the responsibility of the student to obtain all documents necessary to enter Canada. Camber College cannot be held responsible if a student fails to obtain the proper documents to enter Canada.
2. All students must complete payment of their total Program Fees before the start of their first class on their first day. No student will be allowed to start classes or to reside in Camber College arranged accommodation until they have paid their program fees in full. "Program Fees" include fees for all selected classes and services arranged through Camber College.
3. To reserve home-stay accommodation and airport reception, Camber College requires payment 4 weeks in advance. All flight details must be sent to the Camber College head office no later than 2 business days prior to arrival. Camber College will not be able to meet the student and no refund of airport reception fees will be given in the event of last minute changes in flight plans.
4. Camber College accepts no responsibility whatsoever for any loss or damage to the personal belongings or property of a student or program participant or for any injury to or death of a student or program participant occurring on or off school property.
5. It is a condition of the student's participation in any Camber College program that the student complies with the rules of the school as set out in the Student Guidelines provided on the first day of classes. Failure to comply with these rules could result in dismissal. Camber College's policies on admissions, dispute resolution and dismissal can be found in the Student Guidelines.
6. All students attending a Camber College program must have valid medical insurance for their entire study period. Students who do not provide Camber College with proof of valid medical insurance on their first day of classes can purchase their insurance through Camber College. No student will be allowed to attend a Camber College program until they have provided Camber College with proof of valid medical insurance.
7. All students agree to accept the Camber College Refund Policies.
8. Any complaints brought by a student or its agent, against Camber College concerning Camber College's services, accommodation and/or other matters, must be brought to Camber College's attention immediately when the issue arises, by written notification to Camber College signed by the student, according to Camber College's Complaint Procedure.
9. All students must be at least 17 years of age (older for some courses) and must be familiar with the Latin alphabet.



REFUND POLICY

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - (a) more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.



- (b) after the contract start date
 - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - (a) before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - (a) the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.



8. Refund of Accommodation Fees

The accommodation placement fee is non-refundable; Students must provide written notification of cancellation of accommodation a minimum of 4 weeks prior to cancellation date in order to qualify for refund of unused accommodation fees. Students who have complaints about their host family accommodation are required to bring their concerns to the attention of the accommodation manager as soon as an issue arises, by way of written notice signed and dated by the student. If the problem raised by the student is a significant issue that cannot be solved through communication with the host family, the institution will offer to move the student to a new host family. Students are not entitled to any refund of accommodation fees or compensation from the institution if they are not satisfied with the accommodation arranged by the institution.

9. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

- (a) of the date the institution receives a student's notice of withdrawal,
- (b) of the date the institution provides a notice of dismissal to the student,
- (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
- (d) after the first 30% of the hours of instruction if section 3 of this policy applies.

10. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, 8 and 9 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

- (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
- (b) the program is provided solely through distance education.