

International Gateway Kelowna Ltd.

Refund Policy

Applies to all ESL, Cambridge and Action Camp programs in Kelowna.

Before Program Begins:

- a) Less than 7 days after the contract is made 25% is not refunded (to a maximum of \$400)
- b) More than 30 days before the start of the program 75% refund
- c) Less than 30 days before the start of the program 60% refund
- d) If the visa is refused the student receives a full refund of tuition and homestay fees. IGK retains the application and homestay application fees for all students and the initial guardianship fee for minors. An official Visa refusal letter from the Canadian Embassy must be produced in order for students to obtain a full refund.

After Program Begins:

- a) Less than 6 days or 10% of the program duration, 50% refund
- b) Within 30% of program duration, 30% refund.
- c) After 30% of program duration, no refund.

Homestay:

Students must provide a 1 month notice if they intend to leave their homestay. No refund for homestay will be provided if students do not provide this notice. IGK is not responsible for any dispute that arises between the student and the homestay. Students may be required to pay an additional \$200 homestay placement fee to change host families without a valid reason. The final decision regarding Homestay changes is up to the discretion of the IGK Homestay Coordinator.

Teacher Homestay:

- a) Before student arrives-full refund except placement fee of \$280.
- b) No refund once student arrives in Kelowna.

Internships

No refund once the placement is made and after students' arrival.

Farmstays:

- a) Before student arrives, full refund except placement fee of \$220
- b) No refund after arrival

Hotel/ Youth Hostel

Students must follow all refund, cancellation and damage deposit policies of the hotel, hostel or residence. IGK is not responsible for any dispute that arises between the hotel/ hostel/ residence and the student.

Other:

- a) If IGK closes a full or partial refund of all monies.
- b) Refunds are paid within 30 days of IGK receiving written notice from the student.
- c) If a student is dismissed for disciplinary reasons there may or may not be a refund. This is up to the discretion of the Director.
- d) If IGK changes the date of a program or significantly alters the program content itself then a full or partial refund is available to the student at the Director's discretion.

Refund Procedure:

Students must submit a completed "Application for refund" form to the school office. The refund is usually sent to the booking agent unless prior arrangements are made.