

Columbia Bible College Refund Policies

Columbia Bible College recognizes that at times a student, donor or customer of the College, may be eligible for a refund for purchases of service, tuition costs or donations. To this end, we have provided a list of refund policies which apply to each. For further information on refund policies, please contact the Business Office at 604-853-3358.

DONATIONS

If you change your mind about contributing to any particular fundraising event or solicitation, project or operational cause for any reason, Columbia Bible College is happy to honor your decision, as long as you request a refund within 7 days of the date on which you made the contribution.

To request a refund, please provide your written request to the Executive Assistant for Advancement at jennel.youssef@columbiabc.edu within 7 days of your original contribution. Refunds will be issued as either a credit to the credit card used for the original contribution or by cheque if the item was paid for with a cheque, or cash. Refund requests where the original contribution was made by cheque, will be held for 10 days in order for the cheque to clear the donors bank account.

SERVICES OR EVENTS

Purchases of *Hospitality services* or *Columbia Bible College sponsored events* are also subject to specific refund policies and guidelines. Please contact the Director of Hospitality or the organizer of the event at 604-853-3358 for details of the applicable refund policy.

Refunds will be issued as either a credit to the credit card used for the original purchase, or by cheque if the item was paid for with a cheque, or cash. Refund request where the original purchase was made by cheque, will be held for 10 days in order for the cheque to clear the customers bank account. Processing refund cheque requests may take up to 10 business days to process.

STUDENT PURCHASES OF TUITION AND SERVICES

All eligible refunds on student purchases will be applied to the student account. If this creates a credit balance in the account, a student may request a refund cheque be issued (see “Refund Cheque Requests from Student Accounts” at the end of this section).

Tuition Refunds

Written Notice

To initiate a refund, written notice must be provided:

- By a student to the institution when the student withdraws, or
- By the institution to the student where the institution dismisses a student.

Refund Entitlement

1. Refund entitlement is calculated on the total fees payable as per the STUDENT STATEMENT OF ACCOUNT, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

Refund policy for students:

Refunds before the program of study begins:

1. If written notice of withdrawal is received by the institution greater than forty-five (45) days before the commencement of the period of instruction, the institution will refund 100% of the fees

paid in advance to the institution for the commencing instructional period less the non-refundable application fee.

2. Subject to subsection (a) (1), if written notice of withdrawal is received by the institution less than forty-five (45) calendar days and greater than thirty (30) days before the commencement of the period of instruction, the institution will retain the lesser of 10% of the total fees due under the contract, or the tuition deposit.
3. Subsection (a) (1), if written notice of withdrawal is received by the institution less than thirty (30) days before the commencement of the period of instruction specified in the contract, the institution will retain the lesser of 20% of the total fees due under the contract, or the tuition deposit.

Refunds after the program of study starts:

1. If written notice of withdrawal is received by the institution, or a student is dismissed, within 15% of the period of instruction specified in the contract, the institution will retain 25% of the total fees due under the contract.
2. If written notice of withdrawal is received by the institution, or a student is dismissed, after 15% and before 30% of the period of instruction specified in the contract, the institution will retain 50% of the total fees due under the contract.
3. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund will be granted.

Other Refund Policy Requirements

1. Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, the institution will refund all fees paid in advance to the institution for the commencing instructional period less the applicable non-refundable application fee.
2. Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution will charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or in the same condition as issued within fourteen (14) calendar days.
3. Refunds owing to students will be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.
4. Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates specific to Part IV I. 4(b) of the PCTIA Bylaws

A student may appeal a refund entitlement by completing a "College Refund Appeal Form" available from the Receptionist. Appeals must be received on the above stated form by the institution within thirty (30) calendar days of the refund being appealed.

Room And Board Refunds

Students withdrawing from residence will have room and board fees refunded, based on their official withdrawal date, according to the following schedule:

- *Within two weeks of registration:* Students may request a fully prorated refund on residence fees and the unused portion of their meal plan less applicable GST charges. The residence confirmation deposited would be forfeited.
- *After two weeks from registration:* One-half of residence fees are refundable at a prorated calculation for the unused portion in residence. A partial week shall be considered a full week in residence for purposes of calculating this refund. The unused portion of their meal plan is fully refundable less applicable GST charges

- *Interruptions in residency of three weeks or less:* There will be no room or board refunds for interruptions in residency of three weeks or less, including withdrawal during the last three weeks of the semester

An administration fee of the lesser of 15% of the refunded amount or \$100 will be applied to any room or board refunds.

Meal Plan/Value Refunds

There are no refunds on purchases of meal plan or meal value purchased except with full academic withdrawal. Withdrawal must be on or before the last day to withdraw listed in the current Academic Calendar. In this case you will be charged an administration fee of \$100.00, and the amount of food eaten to that point in the semester, with GST added, will be deducted from the remaining amount on your Meal Plan. A refund cheque will be forwarded to you within 30 days after full academic withdrawal.

There are no refunds at the end of any semester regardless of the value left in the Meal Plan. All "rolled-over" values from the fall semester are added on top of the spring Room & Board and must be used by semester end in April.

Parking Refunds

There is no refund on daily, weekly or monthly parking passes. Parking passes purchased for an academic year is based on an 8 month period (September to April) and is refundable based on the unused portion of the term. In order to be eligible for the refund, the parking pass must be returned to the Receptionist.

Laundry And Printing Refunds

Students who have a balance on their student ID card for laundry and printing services may be eligible for a refund. Refunds will only be granted on amounts over \$5.00. All refunds will be subject to a \$5.00 administrative fee. Refund requests must be received at the Business Office within 30 days of a student graduating or stopping out. All balances on ID cards for individuals who are no longer students will expire after 30 days from graduation or stopping out.

Wireless Internet Refunds

There is no refund available for wireless internet services. If you have questions or concerns regarding the wireless internet provided or would like to appeal this policy please contact the Director of Information Technology at Robert.Betts@columbiabc.edu.

Other Fees Refunds

The Student Association Fee and Recreation Fee will be eligible for a 100% refund if full academic withdrawal takes place during add/drop week. After this time there is no refund available.

Student Deposits are fully refundable, less any assessed amounts.

Refund Cheque Requests From Student Accounts

All eligible refunds on student purchases will be applied to the student account. If this creates a credit balance in the account, a student may request a refund cheque be issued. Refund cheque requests take approximately 10 days to process and are available for pick up from the Receptionist. A student may also request that a refund cheque be placed into mail as needed.

All refunds are issued first to any person or organization other than the student that made payment on the student account and second to the student who may have made payment on his/her own account.

For example, if a parent pays \$3000 on their son or daughter's student account, and at a later date a \$500 credit is created due to an eligible refund, then a refund cheque for \$500 would be issued into the name of the parent. If the parent had only paid \$100 on their son or daughter's student account, then a \$100 refund cheque would be issued in the name of the parent and the remaining \$400 refund cheque would be issued in the name of the student. A parent may request that the refund be issued into their son or daughter's name. This request must be provided in writing.

BOOKSTORE

Textbook distributors limit the eligibility of returns and refunds based on the condition of each item. For this reason textbooks may NOT be returned or exchanged if the:

- plastic shrink wrap has been opened or removed (when applicable)
- textbook has been damaged
- accompanying CD or study aids are missing from the text package
- textbook is not in same condition as when purchased
- corners of the paperback books are bent or torn in any way

The bookstore allows a limited number of days in which a refund is available. This limitation is as follows:

- Within the first week of classes during the Fall or Spring semesters: **100%**
- Within the second week of classes during the Fall or Spring semesters: **90%**
- Within the first three days of classes during the summer semester: **100%**

Customers must have the original till and debit/credit card transaction receipt in order to receive an eligible refund. If the textbook was charged to a student account, the charge receipt will also be required.

Refunds will be issued as either a credit to the credit card used for the original purchase, or by cheque if the item was paid for with a cheque, or cash. Refund requests where the original purchase was made by cheque, will be held for 10 days in order for the cheque to clear the customer's bank account. Processing refund cheque requests may take up to 10 business days to process. For refunds where the original purchase was charged to the student account, the refund will be applied back to the student account. If this creates a credit on the student account, the student may request a refund cheque (see "Refund Cheque Requests from Student Accounts" in the above section).

The College reserves the right to refuse refunds if the return does not meet the standards and requirements listed above.