



REFUND POLICY

POLICY STATEMENT

1. The purpose of this policy is to put a procedure in place that will serve as a guide to facilitate the refund of class fees.
2. The policy will also ensure that an appropriate approvals framework for refunds is established to ensure good corporate governance.

REFUNDING OF CLASS FEES

1. Refund and/or exemption of fees may be considered in the following instances:
 - 1.1. Upon the death of a student or continuous illness endorsed by a medical certificate.
 - 1.2. Transfer to another educational institution not caused by the student (e.g. transfer of parents).
 - 1.3. If JFA College is unable to present the course or subject that the student has enrolled for, and the student is not prepared to move online.
 - 1.4. If the student has not attended any classes and filled in a cancellation form within 14 days of registration.
 - 1.5. If the student is an international student who is unable to secure a visa or political or civil event prevents the student to attend classes.
2. All requests for refunds should be made via letter (e-mail) by the payee, with supporting documentation.
3. Class fees of local students will be pro-rated and is subject to the deduction of a registration and admin fee, except in the case of 1.3, where all fees paid in advance will be refunded.
4. Fees of all local students, unless proper motivation and reference to this policy is documented in writing, will not be refunded to any student as soon as one class has been attended.
5. No fees will be refunded to local students as soon as one class has been attended in the case of short courses.
6. In the case of international/local students:
 - 6.1. an administration fee of 25% of total fees will be levied if the student withdraws more than 3 weeks **before** classes commences, as this can create a problem for the remaining students.
 - 6.2. an administration fee of 30% of total fees will be levied if the student withdraws between 1-3 weeks **after** classes commenced
 - 6.3. no fees will be refunded if the student breaches international visa conditions, or if the student withdraws after 3 weeks if classes commenced.

7. Refunds requests for class fees must be supported by a copy of the ITS (Chilliwack) class register as well as the required application documentation.
8. Refunds will be made directly to the payee, unless the payee instructs the College in writing to refund a third party with an affidavit.


DOCUMENTATION NEEDED FOR REFUNDS:

Certified Identification Document

Affidavit

Proof of bank details

Cancellation done in writing (Cancellation form from college)

Signed: 

Date: 21 November 2021