



## ELL SUMMER PROGRAM

### Refund and Cancellation Policy

- Cancellations received on or before May 31, 2021 will receive a refund of 100% of tuition fees paid minus any bank or processing fees.
- Program change requests will be subject to a \$100 program change fee. All program change requests must be submitted in writing to the External Programs office, either by email to [externalprograms@smus.ca](mailto:externalprograms@smus.ca).
- No refunds will be given for cancellations received after May 31, 2021.
- The Registration Fee is non-refundable.
- All transportation fees are non-refundable after May 31, 2021.
- Notarized Custodianship Letter fee is non-refundable.
- Students who cancel due to study permit or visitor visa denials are eligible for a full refund of Tuition Fees and must return their original Letter of Acceptance and supporting documents issued by the External Programs office. They must also provide the necessary supporting documents to confirm their visa denial.
- Students who request a refund due to the delay of a study permit or visitor visa must prove that their documents were submitted in a timely manner.
- If the program is cancelled prior to the commencement date\* due to insufficient registration or by circumstances beyond the control of SMUS that prevent SMUS from meeting its obligations under the program, participants will be notified immediately and SMUS will provide a full refund of Tuition Fees paid, but in no circumstances will SMUS be responsible for any other costs, expenditures, losses incurred by the student or the student's parent(s) as a result of such cancellation, including, but not limited to, any losses resulting from airline fees, accommodation costs or alternate program arrangements.

\* **Commencement date** means day one of the program a student is enrolled