

<b>Title</b>	<b>Tuition Deposit Refund</b>		
<b>Classification</b>	Administrative	<b>Oversight &amp; Responsibility</b>	Office of the VP & CFO; Finance
<b>Category</b>	Financial Management	<b>Effective Date</b>	2021 Aug 01
<b>Approval</b>	Executive	<b>Policy No</b>	1086

This policy is applied in a manner consistent with applicable statutory and legal obligations, including university collective agreements and terms of employment.

**NOTE:** The most up-to-date versions of our policies are posted on the policy & procedure website. If you've printed this policy, check the website to be sure you have the current version.

## Tuition Deposits

A tuition deposit is required upon acceptance to a credit program to secure a seat in a specific intake in the program. When a student commences their program, the tuition deposit is applied as a payment towards tuition and other fees and the Tuition and Other Fee Refund policy applies.

### A. Transfers of Tuition Deposits

Students who have not had their tuition deposit refunded can transfer their deposit on a one-time basis to another Royal Roads University credit program or another intake of the same program within 24 months of the original payment date, or for the next two intakes of the same program, whichever is longer. Otherwise, the tuition deposit is subject to the refund conditions outlined in this policy.

### B. Full Refund of Tuition Deposit

A tuition deposit which has not been applied to pay tuition fees or transferred to another credit program or another intake of the same program is fully refundable under one of the following circumstances:

#### 1. Denied Study Permits

If a study permit is denied and the following conditions are met, the tuition deposit for a credit program is fully refundable:

- The student provides Royal Roads University with a letter of rejection by Immigration, Refugees and Citizenship Canada (IRCC) prior to the start date of the program verifying the denial of the study permit,
- The IRCC letter of rejection is dated no more than 12 months prior to the start date of the registered program,
- The study permit is not denied due to misrepresentation or by providing false or misleading information or documentation.

Royal Roads University reserves the right to contact IRCC to verify the status of a visa and/or study permit application and/or to verify the contents of the refusal letter.

#### 2. Waitlisted Status

If a student accepts an original offer into a waitlisted credit program and is unable to secure a seat as of the credit program start date, the tuition deposit is fully refundable.

#### 3. Conditionally Admitted Students

If a student is admitted to a program on the condition of the successful completion of academic requirements (diploma, GPA, etc.) and the student tries and fails to meet those requirements, the tuition deposit will be refundable. Evidence of a completed attempt to meet the condition in the form of an official transcript or other verifiable evidence from the offering institution is

required prior to the Royal Roads University program start date in order for the refund to be issued. Students may request a deferral of their Royal Roads University program start date until the next intake if additional time is required to satisfy the conditions of their admission.

#### **4. Cancellation of a Program**

If Royal Roads University cancels a program and the student is unable to secure a seat and/or start in a future intake of that program, the tuition deposit is fully refundable.

#### **C. Partial Refund of Tuition Deposit**

Students who cancel registration prior to the credit program start date for any reason other than those outlined above under Denied Study Permits, Waitlisted Status, Conditionally Admitted Students and Cancellation of a Program and who have not transferred their tuition deposit to another program, or another intake of the same program are eligible for a refund of the tuition deposit, subject to minimum account retention of \$550.

### **Processing of Refunds**

Eligible refunds under this policy will be automatically processed by RRU Student Accounts within 4 weeks of cancellation from the program. Students will be contacted by email once the refund has been processed.

To protect students, funders, and the university, and to comply with Canada's anti-money laundering and anti-terrorist financing regulations, full and partial refunds will only be paid to the original sender by the original payment method.

Any appeals to this policy should be submitted via email to Student Accounts for review and decision.

### **Related Documents and Information**

Related RRU policies

- [Professional & Continuing Studies Refund](#)
- [Tuition and Other Fee Refund](#)
- [Tuition Fees](#)

### **Review and Revision History**

Date	Action
2021-Aug-01	Approved by Executive; current published version
2021-Oct-21	Transfer to new template – no content change
<b>Next Review</b>	
2024-Aug-01	For review