

Title	Tuition and Other Fee Refund		
Classification	Administrative	Oversight & Responsibility	Office of the VP & CFO; Finance
Category	Financial Management	Effective Date	2021 Aug 01
Approval	Executive	Policy No	1085

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 Fees

A portion of the tuition paid may be refunded if a student withdraws from a credit course or a credit program prior to completion, subject to a minimum account retention of \$550.

Tuition refunds will be granted as outlined below.

A. Tuition Fees for Undergraduate and Graduate Programs and General Studies Credit Courses

A student may withdraw from a course or a quarter in progress by notifying the Registrar's Office in writing. The amount of tuition refunded for each course is as follows:

- Courses that have ended (even if the student has received an IP or EG grade): **no refund**
- Courses that have not started: 100% tuition refund, subject to a minimum account retention of \$550.
- Courses that are in progress, according to the proportion of course completed as follows:
 - Up to 15% of course completed: 100% tuition refund, subject to a minimum account retention of \$550, and
 - More than 15% of course completed: **no refund**.

The number of course days completed is calculated as the number of total calendar days between the course start date and withdrawal date, inclusive of both dates. The total course length is calculated as the total calendar days between the course start date and the course end date, inclusive of both dates. The proportion of course completed is calculated as the number of days completed as a percentage of the total course length.

If a student takes a leave of absence during a major project and later withdraws, the effective refund date will be equal to the withdrawal date.

B. Tuition Fees for English for International Pathway Programs

A student may withdraw from a course or a program by notifying the Registrar's Office in writing.

The amount of tuition refunded for each course is as follows:

- Courses that have not started: 100% tuition refund, subject to minimum account retention of \$550.
- Courses that have started: no refund as of the course start date.

C. Temporary Policy Change in Effect (November 1, 2020 to December 31, 2021)

Students choosing to start any credit or International Pathway program between November 1, 2020 and December 31, 2021 with a condition of an approved study permit who are still waiting for a decision from IRCC on the study permit application will be subject to the following temporary refund policy:

- Students who receive a denied study permit and officially withdraw prior to 15% completion of the first credit or academic course in the program, the student will receive a full tuition deposit refund, subject to a minimum account retention of \$550.

- Students who receive a denied study permit and officially withdraw between 15% and 50% term completion will receive 50% refund of the term tuition fees, subject to a minimum account retention of \$550.

A student may withdraw from a course or a quarter in progress by notifying the Registrar's Office in writing. The number of course days completed is calculated as the number of total calendar days between the course start date and withdrawal date, inclusive of both dates. The total course length is calculated as the total calendar days between the course start date and the course end date, inclusive of both dates. The proportion of course completed is calculated as the number of days completed as a percentage of the total course length.

To obtain a refund, students are required to provide Royal Roads University – International Admissions office with a letter of rejection by Immigration, Refugees and Citizenship Canada (IRCC) verifying the denial of the study permit for reasons other than misrepresentation or the provision of 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.

Application Fees

The application fee is non-refundable. Exceptions may be approved if a student can no longer attend the program intake for which application was originally made due to the following circumstances:

- The program is cancelled or deferred to a later date.
- The content or structure of the program is altered to the extent it is no longer relevant to the applicant.
- The applicant is immediately identified as unqualified (e.g., when a high school student applies for an undergraduate degree completion or graduate-level program).

Other Fees

All students enrolled in undergraduate or graduate programs at the university are charged a fee to provide access to health and fitness services, counselling, career advising and other social and personal services. There may be additional charges for participation in intramurals, clubs, field trips and other recreational activities, as well as for third-party services, such as extended health benefits and UPASS.

All ancillary fees including the Student Services Fee are non-refundable, unless the student withdraws from the program within the first 14 calendar days of the start of the term or quarter. Please consult [ancillary fees](#) for a list of ancillary fees and their current rates.

Non-Refundable Credits for Extenuating Circumstances

Students who are not able to participate in current course(s) due to extenuating circumstances beyond their control (e.g. medical conditions, family, employment related or personal reasons) may be eligible for separate consideration for a non-refundable credit. Students requesting a non-refundable credit must submit an Application for a Non-Refundable Credit Due to Extenuating Circumstances to Student Accounts for processing. Students will receive notification of the decision by email from Student Accounts.

Processing of Refunds

The University reserves the right to hold a credit on account in cases where payments exceed the invoiced tuition and fees, or where no fees are billed, or where payment for student living expenses is made. The credit will be applied toward future charges. Please note for this reason students should not deliberately over pay their student account. Overpayments on account will be refunded back to the original sender to the original form of payment.

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

Related Documents and Information

Related RRU policies

- [Professional & Continuing Studies Refunds](#)
- [Tuition Deposit 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
Next Review	
2024-Aug-01	For review