

Title	Tuition and Ancillary Fees Refund		
Classification	Administrative	Oversight Responsibility	Office of the VP, Finance and Operations
Category	Financial Management	Responsible Office	Financial Services
Approval	Executive	Effective Date	2024-Apr-14
		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 the University's policies are posted on the policy and procedure website. If you have printed this policy, please check the website to be sure you have the current version.

1.0 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 the retention of the tuition deposit.

Tuition refunds will be granted as outlined below.

1.1 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:

- a. Courses that have ended (even if the student has received an IP or EG grade): no refund.
- b. Courses that have not started: 100% tuition refund, subject to the retention of the tuition deposit.
- c. Courses that are in progress: according to the proportion of course days completed as follows:
 - i. Up to 15% of course days completed: 100% tuition refund, subject to the retention of the tuition deposit.
 - ii. More than 15% of course days completed: no refund.

1.2 Calculation for Proportion of Course Days Completed

- a. 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.
- b. 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.
- c. The proportion of course completed is calculated as the number of days completed as a percentage of the total course length.

1.3 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.

1.4 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:

- a. Courses that have not started: 100% tuition refund, subject to the retention of the tuition deposit.
- b. Courses that have started: no refund as of the course start date.

2.0 APPLICATION FEES

Application fees are non-refundable. Exceptions may be considered if a student can no longer attend the program intake for which the application was originally made due to the following circumstances:

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

3.0 TUITION DEPOSIT FEES

Tuition deposit fee refunds are not eligible for consideration under this policy. Please see the [Tuition Deposit Refund](#) policy for further information.

4.0 ANCILLARY FEES

- 4.1 Ancillary fees are fees charged in addition to the cost of tuition, which support services and activities separate from academic programming.
- 4.2 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.
- 4.3 View a complete of ancillary fees and rates at [Ancillary fees | Royal Roads University](#).

5.0 NON-REFUNDABLE CREDITS FOR EXTENUATING CIRCUMSTANCES

- 5.1 Students who are not able to participate in current course(s) due to extenuating circumstances beyond their control (e.g., medical conditions or family, employment related or personal reasons) may be eligible for separate consideration for a non-refundable credit.
- 5.2 Students seeking a non-refundable credit can obtain the form *Application for a Non-Refundable Credit Due to Extenuating Circumstances* from studentaccounts@royalroads.ca.
- 5.3 Students will submit the completed application form to studentaccounts@royalroads.ca. Notification of the decision will be sent by email to the student from Student Accounts.

6.0 PROCESSING OF REFUNDS

- 6.1 The University reserves the right to hold a credit on account in cases where payments exceed the invoiced tuition and ancillary fees, or where no fees are billed, or where payment for student living expenses is made. The credit will be applied toward future charges. Students should not deliberately overpay their student account.

- 6.2 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.
- 6.3 Any appeals to this policy should be submitted to studentaccounts@royalroads.ca for review and decision.

7.0 RELATED DOCUMENTS AND INFORMATION

Royal Roads University Documents and Information

- [Professional and Continuing Studies Refund](#)
- [Tuition Deposit Refund](#)
- [Tuition Fees](#)

Review, Revision and Approval History

<u>Date</u>	<u>Activity</u>
2021-Aug-01	Approved
2021-Dec-09	Revised and approved
2024-Apr-14	Revised to include language for a non-refundable tuition deposit and removal of language regarding temporary conditions; Approved
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2025-Apr-14	Next Review