

Tuition Deposit Refund Appeal

This form supports section 3.3 of the [Tuition Deposit Refund | Royal Roads University](#) policy and section 3 of the [Professional and Continuing Studies Refunds](#) policy.

Created January 2025

Appeal applications with required supporting documentation must be submitted within sixty (60) calendar days of cancelling admission. See section 5 for full process overview.

Instructions

- Student completes sections 1-4, then submits the application with supporting documentation to studentaccounts@royalroads.ca
- Supporting documentation must be in the original language along with a word-for-word **certified English translation**.
- Applications missing supporting documentation and translation (if applicable) will not be considered.

Section 1: Student information	
Student Name:	Student ID:
Program:	Admission Cancellation Date:

Section 2: Reason for Appeal Request
<input type="checkbox"/> Medical – Unforeseen significant personal medical condition(s). <ul style="list-style-type: none"> • Medical documentation from a qualified health care provider is required.
<input type="checkbox"/> Compassionate – Unforeseen significant medical condition(s) of a dependent, death in the immediate family, or involuntary employment transfer/relocation. <ul style="list-style-type: none"> • See Section Six (6) for examples of documentation required.

Section 3: Explanation of Appeal Request

Section 4: Student Declaration	
By signing below, I, the student, agree that the information in this form and any accompanying documents accurately reflects my circumstances and is true and complete.	
Student Signature:	Date:
<i>The personal information collected on this form is collected under the authority of the University Act and is subject to the Freedom of Information and Protection of Privacy Act. The personal information collected may be aggregated and used for management reporting purposes on an anonymous basis. For more information regarding the collection and use of personal information, please contact Royal Roads University's Privacy Officer at privacyofficer@royalroads.ca</i>	

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Section 5: Process Overview
Students who face significant challenges that prevent them from starting the program they were admitted to, and participating in any future program intake, due to genuinely severe and proven exceptional circumstances may be eligible to submit an appeal for tuition deposit refund consideration.
<p>Deadline to submit a refund appeal is sixty (60) calendar days from the student's admission cancellation date.</p> <ol style="list-style-type: none"> 1. Student completes Sections 1-4, then submits to studentaccounts@royalroads.ca with supporting documentation. All supporting documents must be in the original language along with a word-for-word certified English translation. Applications missing supporting documentation will not be processed. 2. Applications will be reviewed by the Refund Appeal Committee once a month and recommendations will be submitted to the Vice President Finance and Operations (VPFO). 3. The VPFO will make a final decision. 4. Decisions will be communicated to the student's email address on the official student record. 5. Approved refunds will normally be processed within four (4) weeks of the decision date; refunds will be returned to the original sender and through the original payment method.

Section 6: Examples of ELIGIBLE reasons for appeal	Required Documentation
✓ Serious unforeseen personal medical condition that prevents a student from participating in the current or any future intake of the program.	<input type="checkbox"/> Medical documentation from a qualified health care practitioner
✓ Death in the immediate family	<input type="checkbox"/> Death certificate or other reasonable evidence
✓ Unforeseen serious illness of a dependent	<input type="checkbox"/> Medical documentation from a qualified health care practitioner
✓ Destruction or loss of primary residence from flooding, earthquake, fire, tornado, or acts of war.	<input type="checkbox"/> Insurance claim or other reasonable evidence
✓ Involuntary employment transfer or deployment (e.g., military, public safety, other involuntary employer-made relocation decision) where on-line study in the same program is not reasonable.	<input type="checkbox"/> Employment letter
✓ Unmet academic conditions of admissions. Evidence of attempts to successfully meet conditions must be provided.	<input type="checkbox"/> Transcript
✓ Denial of significant external sponsorship when the application requires proof of enrolment, noting that RRU requires payment of the tuition deposit to provide evidence of enrolment.	<input type="checkbox"/> Copy of letter of denial of sponsorship

Section 7: Examples of INELIGIBLE reasons for appeal
✗ Financial hardship including denial of funding but excluding denial of sponsorship that required acceptance in the program as part of the funding application (e.g. Band funding requiring Proof of Enrolment).
✗ Failure to submit a Letter of Acceptance in support of an IRCC International study permit application.
✗ Unmet non-academic admission conditions (e.g. failure to meet the English language condition).
✗ Pending decision on Study Permit (students are normally eligible to defer to future offering of the same program).
✗ Not being aware of or forgetting a deadline or how to cancel/withdraw from a program.
✗ Not being aware of the Tuition Deposit Refund Policy.
✗ Inadequate resources to participate in program delivery such as internet connectivity issues or no computer.
✗ Family events, travel plans, choosing to change jobs or location of residence.
✗ Short term illness (flu, etc.).

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Internal Office Use Only – Student Accounts staff complete this section.

Section 8: Refund Appeal Committee Recommendation			
<input type="checkbox"/> The refund appeal committee recommends a tuition deposit refund.			
<input type="checkbox"/> The refund appeal committee does NOT recommend a tuition deposit refund.			
Committee Notes			
Refund Appeal Committee members included in recommendation:	Administrative Unit	Name	Position
	<input type="checkbox"/> Admissions		
	<input type="checkbox"/> Student Accounts		
	<input type="checkbox"/> Student Services		
	<input type="checkbox"/> Accessibility Services		
	<input type="checkbox"/> Indigenous Student Services		
	<input type="checkbox"/> Other:		

Section 9: Vice President Finance and Operations Decision	
<input type="checkbox"/> I approve the granting of a tuition deposit refund.	
<input type="checkbox"/> I do NOT approve the granting of a tuition deposit refund. Rationale:	
VPFO Signature:	Date:

Finance Use Only

Section 10: Tuition Deposit Information	
<input type="checkbox"/> Student has been notified of the appeal decision	Date:
<input type="checkbox"/> Refund request has been submitted for processing	Date:

Section 11: Tuition Deposit Information				
Tuition Deposit Amount	<input type="checkbox"/> Domestic <input type="checkbox"/> International	Date Paid	Payment Method	Original Payor Name
			<input type="checkbox"/> Credit Card <input type="checkbox"/> MTFX <input type="checkbox"/> Online Banking <input type="checkbox"/> Other	