

Changes Due to COVID-19

During these unprecedented times, the health, safety and well-being of our students are our top priority. We understand that students may be facing various challenges due to the COVID-19 pandemic and as such Royal Roads University is implementing the following temporary financial measures to assist students through this time:

Type of Fee	Description
Prospective Students – Application Fees and Tuition Deposits	
Application Fee	Existing policy (remains in effect): <ul style="list-style-type: none"> • Non-refundable application fee due with all applications
International Credential Evaluation Fee	Existing policy (remains in effect): <ul style="list-style-type: none"> • Non-refundable evaluation fee for applicants who completed their post-secondary education outside of Canada
Tuition Deposits (credit programs)	Existing policy (remains in effect): <ul style="list-style-type: none"> • Tuition deposit paid upon acceptance into program and then applied against tuition fees upon commencement of program
Tuition Deposit Transfers	Existing policy (remains in effect): <ul style="list-style-type: none"> • Tuition deposits with the university are available for transfer to another credit program on a one-time basis
Tuition Deposit Refund Policy	Existing policy: <ul style="list-style-type: none"> • Refunds for tuition deposits are available when: <ul style="list-style-type: none"> • A student is waitlisted and unable to obtain a seat • A student’s study permit (i.e. VISA) is denied • A student is admitted to a program on the condition of successful completion of academic requirements (diploma, GPA, etc.) and the student fails to meet those requirements <p>Any exceptions to the above refund policies are handled by applying for a refund due to extenuating circumstances (administrative, medical or compassionate). Refunds as a result of extenuating circumstances are provided in the form of a non-refundable credit.</p> <p>Temporary measure in response to COVID-19: In addition to the administrative, medical or compassionate circumstances, applying for a refund due to student impacted by COVID-19 situation is available.</p>

Type of Fee	Description
Refund Handling Fee	Existing policy (remains in effect): <ul style="list-style-type: none"> • A refund handling fee is charged on all refunds of tuition deposits
Current Students – Invoicing and Due Dates	
Tuition Fees Installment Payment Option* *credit programs other than self-paced programs	Existing policy: <ul style="list-style-type: none"> • Tuition fees for each course billed on the first of the month prior to the month the course starts • Due on the 21st of the month prior to the course start date Temporary measure in response to COVID-19: <ul style="list-style-type: none"> • Due date extended from 21st of the month to the day prior to the course start date
Tuition Fees Annual Payment Option* *credit programs other than self-paced programs	Existing policy: <ul style="list-style-type: none"> • Tuition fees for each academic year billed on the first of the month prior to the month of the first course start date for the academic year (see specific program payment schedule) • Due on the twenty-first of the month prior to the course start date Temporary measure in response to COVID-19: <ul style="list-style-type: none"> • Due date extended from 21st of the month to the day prior to the first course start date
Tuition Fees - Self-paced credit programs	Existing policy: <ul style="list-style-type: none"> • Tuition fees billed 30 days prior to course start date and due approximately two weeks prior to course start date – please see Payment Schedules Temporary measure in response to COVID-19: <ul style="list-style-type: none"> • Due date extended from two weeks prior to course start date to the day prior to course start date
Current Students – Payment Options and Collection Process	
Late Fees	Existing policy: <ul style="list-style-type: none"> • Late fees apply if tuition fees not paid within seven days of due date Temporary measure in response to COVID-19: <ul style="list-style-type: none"> • Suspend charging of late fees for invoices due prior to May 31, 2020
Deferred Payment Plans	Existing policy: <ul style="list-style-type: none"> • Currently, the deferred payment plan option is only available for Major Project/Thesis courses that exceed 8 credits and 6 months in duration.

Type of Fee	Description
	<p>Course 6 to 9 months in duration</p> <ul style="list-style-type: none"> Tuition paid in three equal installments, due one month apart, with the first due date on the 21st of the month prior to the course start date. <p>Course 9 to 12 months in duration</p> <ul style="list-style-type: none"> Tuition paid in three equal installments, due two months apart, with the first due date on the 21st of the month prior to the course start date <p>Temporary measure in response to COVID-19:</p> <ul style="list-style-type: none"> The deferred payment plan has been expanded to include credit courses (other than Major Project/Thesis courses) that are 3 credits or more and have duration of at least 2 months. See details outlined below. <p>Courses greater than duration of 3 months</p> <ul style="list-style-type: none"> Tuition paid in three equal installments, due one month apart, with the first due date on the 21st of the month prior to the course start date <p>Courses greater than duration of 2 months</p> <ul style="list-style-type: none"> Tuition paid in two equal installments, due one month apart, with the first due date on the 21st of the month prior to the course start date
<p>Deferred Payment Plan Enrolment Fee</p>	<p><i>Existing policy:</i></p> <ul style="list-style-type: none"> Fee charged when deferred payment plan approved <p><i>Temporary measure due to COVID-19 situation:</i></p> <ul style="list-style-type: none"> <i>Suspend charging of deferred payment plan enrolment fee for deferred payment plans entered into prior to May 31, 2020</i>
<p>Current Students - Tuition Refund Policy</p>	
<p>Tuition Fees - Undergraduate Year 1 and 2</p>	<p>Existing policy (remains in effect):</p> <ul style="list-style-type: none"> A student may withdraw from a course or a term in progress by notifying the Registrar’s Office in writing. Each term has a deadline to withdraw (please see table outlined in the Tuition Refund Policy for term refund dates). For withdrawals before the deadline, 100% of the tuition paid for the term will be refunded, subject to the retention of the minimum amount equivalent to the tuition deposit. Tuition fees paid for the term will not be refunded for withdrawals after the deadline. <p>Any exceptions to the above refund policies are handled by applying for a refund due to extenuating circumstances (administrative, medical or compassionate). Refunds as a result of Extenuating Circumstances are provided in the</p>

Type of Fee	Description
	form of a non-refundable credit.
Tuition Fees: - Undergraduate (Year 3 and 4) - Graduate	<p>Existing policy (remains in effect):</p> <ul style="list-style-type: none"> • A student may withdraw from a course in progress by notifying the Registrar’s Office in writing. • The amount of tuition refunded for each course is as follows: <ul style="list-style-type: none"> ○ 100% tuition refund, subject to handling fee for courses not yet started ○ Courses in progress, according to the proportion of course completed as follows <ul style="list-style-type: none"> ▪ Up to 15% of course completed: 100% tuition refund, subject to handling fee ▪ More than 15% of course completed: no refund ○ No refund for courses that have ended (even if the student has received an IP or EG grade) <p>Any exceptions to the above refund policies are handled by applying for a refund due to extenuating circumstances (administrative, medical or compassionate). Refunds as a result of Extenuating Circumstances are provided in the form of a non-refundable credit.</p>
Ancillary Fees (i.e. Student Services Fees, Learning Support Services Fees, etc.)	<p>Existing policy (remains in effect):</p> <ul style="list-style-type: none"> • All ancillary fees are non-refundable, unless a student withdraws from the program within the first 14 calendar days of the start of the term.
Special Function Fees (related to residencies)	<p>Existing policy:</p> <ul style="list-style-type: none"> • All special function fees are non-refundable, unless a student withdraws from the program within the first 14 calendar days of the start of the term. <p><i>Temporary measure due to COVID-19 situation: Special function fees specifically related to on-campus residencies are to be reversed if already invoiced for on-campus residencies that do not take place. Credits remain on the student account to be applied to future invoices or students can request a refund.</i></p>

Additional Resource Links:

[Tuition Refund Policy](#)

[Payment Information - How to Pay](#)

[Payment Schedules](#)