

# Douglas College Continuing Education

## REFUND POLICY

### **Refunds:**

Refunds are only available to persons who request a withdrawal or transfer more than three business days before the start of the course. A \$15.00 processing fee will be charged for each course withdrawal. No refund will be issued if course fees or the refund amount is less than \$15.00. No refunds will be issued once the course has started.

Refunds are issued in the form of a cheque and are payable to the individual who was registered in the course (this includes youth), unless an authorized sponsorship was received at the time of registration. Refund cheques are mailed to the address on file. Please allow 2-4 weeks for processing.

### **Prenatal class refunds:**

The prenatal class refund policy is the same as listed above except in the event of a premature birth, miscarriage, or other medical complication. In such cases the refund will be equal to the amount of classes missed. Douglas College must be notified within four months to be eligible for a refund.

### **Home study courses:**

There are no refunds or transfers on home study courses.

### **Course disruption:**

In the event of course disruptions beyond the control of Douglas College, fees will be refunded on a pro-rated basis depending on the number of classes scheduled before the disruption began.

### **Course cancellation:**

Full refunds will be issued if the College cancels a course.

**\*The above refund policy does not apply to all courses and programs.\***

**\*If your course or program has a different refund policy, it will be printed on your receipt.\***