

## BOOTCAMP REFUND POLICY - QUEBEC

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1. A student may be entitled to a full or partial refund of tuition fees in the event that:
  - a. The student provides written notice to Lighthouse Labs that he or she is withdrawing from the program; or
  - b. Lighthouse Labs provides written notice to the student advising that the student has been dismissed from the program.
2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
4. Full Refunds in the following circumstances:
  - a. If written notice of withdrawal is received by Lighthouse Labs within two days of receiving the contract.
  - b. if Lighthouse Labs discontinues the program before the student completes the program, subject to subsection (2).
  - c. if Lighthouse Labs charges or collects the fees:
    - i. before the registration was issued for the college under the Act or before the program was approved by the Superintendent, or
    - ii. before entering into a contract for the provision of the program with the student, unless the fee is collected under subsection 44 (3).
  - d. If Lighthouse Labs expels the student from the college in a manner or for reasons that are contrary to the college's expulsion policy.
  - e. If Lighthouse Labs employs an instructor who is not qualified to teach all or part of the program under section 41.
  - f. If the contract is rendered void under subsection 18 (2) or under section 22.
5. If Lighthouse Labs fails to, or does not accurately, provide in the itemized list provided to the Superintendent under section 43 a fee item corresponding to a fee paid by a student for the provision of a vocational program, the college shall pay the student,

- a. in the case of an item not provided by the college, the full amount of the fee for the item, and
  - b. in the case of a fee in excess of the amount of the fee provided for the item, the difference between the amount of the fee for the item provided to the Superintendent and the fee collected.
6. A full refund is not payable if the discontinuance of the vocational program coincides with Lighthouse Labs ceasing to operate.
7. Partial refund where the admitted student does not commence program:
- a. The student gives notice that he or she is withdrawing from the program before the day the program commences.
  - b. In the case of a student who is admitted on the condition that the student meet specified admission requirements before the day the program commences, the student fails to meet the requirements before that day.
  - c. The student does not attend the program during the first 14 days that follow the day the program commenced and Lighthouse Labs gives written notice to the student that it is cancelling the contract within 45 days of the day the program has commenced.
8. Partial refunds after the program of study starts:
- a. If the student withdraws or is expelled from Lighthouse Labs within the first half of a period referred to in subsection (3), the amount of the refund that Lighthouse Labs shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,
  - b. an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and
  - c. the portion of the fees in respect of the portion of the period that had elapsed at the time of the withdrawal or expulsion. O. Reg. 415/06, s. 27 (4).

A private career college is not obligated to issue students any refund of fees for a program if students withdraw from the program after half of the program has passed.

A private career college is required to provide students with the result of at least one evaluation before half of the program has been delivered.

Chart showing refunds for withdrawals after the program of study starts:

<b>STAGE</b>	<b>TIMEFRAME</b>	<b>% REFUND</b>
Independent Study	Greater than 1 month from on-site start date	100%
	1 month or less from on-site start date	100% - \$500
Bootcamp	Week 1 through to Monday of Week 2	75%
	From Tuesday of Week 2 through to Monday of Week 3	67%
	From Tuesday of Week 3 through to Monday of Week 4	60%
	From Tuesday of Week 4 through to Monday of Week 5	53%
	From Tuesday of Week 5 through to Monday of Week 6	46%
	After Monday of Week 6	No Refund Due