Cancellations with reason for withdrawing must be send in writing to info@tlgcanada.ca

All refunds are made to the original fee payer, using the original method of payment.

In the event, that an online course is cancelled by The Language Gallery Canada ("TLGC") for any reason, a refund of 100% of the payment, including the application fee (C$99) will be issued.

- If a student withdraws from a course before the original start-date, a refund of 100% of the program fee less the application fee (C$99) will be issued.

- If a student withdraws from a course within 5 business days of the beginning of the course, the following rule will apply:
- Following our "money-back guarantee" policy, if a student withdraws within 5 business days of the original starting date of the course, a refund of 100% of the program fee less the application fee (C$99) will be issued. This is only applicable for new students.

- If a student withdraws from a course after 5 business days of the original stating date of the course, the following rules will apply:
- If written notice of withdrawal is received by TLGC before 30% of the period of instruction has elapsed, a refund of 50% of the unused tuition fees less the application fee ($99) will be issued.
- If written notice of withdrawal is received by TLGC after 30% of the period of instruction has elapsed, no refund will be issued.

- If a student withdraws from a course while the classes have been paused, calculation for refund will be based on the original starting date.
- Treatment of digital and hardcopy textbooks and materials are issued on a one-time use and activation method basis. The institution is considered to have provided the course materials to students once the Canvas LMS account or AGORA platform has been activated, and therefore cannot be returned or refunded.

- Please note that bank charges may apply for refunds processed by bank transfer or by international payment platforms (e.g., PayMyTuiton, Stripe).