

Bookings may be cancelled within 14 days from the registration date. During this period the student will be eligible for a full refund except all non-refundable fees, as listed below.

After the fourteen-day period, the cancellation policy is as follows:

|  |   |
|--|---|
| Notice of 30 days or more prior to original start date   | 90% of the tuition fees are refundable.<br>(except all non-refundable fees) |
| Notice of less than 30 days prior to original start date | 80% of the tuition fees are refundable.<br>(except all non-refundable fees) |
| Notice within 0-10% of course duration                   | 70% of the tuition fees are refundable.<br>(except all non-refundable fees) |
| Notice within 11-30% of course duration                  | 50% of the tuition fees are refundable.<br>(except all non-refundable fees) |
| Notice of over 30% of course duration                    | 0% refundable   |

- If a visa application is rejected, we require the refusal letter to be submitted and received within 5 business days of receipt. Full refund of tuition fee will be processed, except nonrefundable fees (please see the list below) and bank charges.
- If a visa application is rejected and the refusal letter is submitted and received after 5 business days of receipt, regular cancellation policy will apply.

### Additional Refund Information

\*Cancellations before program start date must be sent in writing to [admissions@tlgcanada.ca](mailto:admissions@tlgcanada.ca)

\*Cancellations after program start date must be sent in writing to [student.services@tlgcanada.ca](mailto:student.services@tlgcanada.ca)

- All refunds are made to the original fee payer, using the original method of payment.
- Materials 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., PayMyTuition, Stripe).
- Medical insurance fee is only refundable if a cancellation was requested before the effective start date of the insurance. Once the insurance has started, no refund will be given.

### Non-Refundable Fees

The following fees are non-refundable where applicable:

|                             |               |
|-----------------------------|---------------|
| Registration Fee            | CAD \$150     |
| Materials (Handouts)        | CAD \$10/week |
| Accommodation Placement Fee | CAD \$215     |
| Courier Fee                 | CAD \$95      |
| Changes in Registration     | CAD \$50      |