

Withdrawal and Refund Policy

<https://www.stclaircollege.ca/international/withdrawal-refund-policy>

The College's international student withdrawal & refund policy is developed in compliance with the Ministry of Training, Colleges and Universities (MTCU) and Immigration, Refugee and Citizenship Canada (IRCC) guidelines and policies.

Withdrawal and refund requests must be received within 10 business days of the beginning of the semester for a refund to be considered.

If a student submits a withdrawal request after the first 10 school days of the semester, only subsequent semester fees paid will be reimbursed. Any outstanding balances owing on a student's account will be deducted from the refund.

All international students who arrive in Canada must request a withdrawal and refund in person at St. Clair College in Windsor, Ontario. This policy is in place to protect the student and the funds that have been pre-paid to the College. Written requests will not be accepted. Please download the refund request form [HERE](#).

Please bring the following documents with you:

1. Copy of your St. Clair College letter of acceptance
2. Copy of your Study Permit
3. Copy of your passport (photo page)
4. Copy of Letter of Admission for other designated learning institute*
5. Bank wire receipt showing payment from your home country
6. If you are going back to your home country we require a copy of your boarding pass once you have arrived home.

Please note: we require photocopies of all of these documents to process your withdrawal. If you do not bring these items with you will be required to come the following day to complete your withdrawal.

**For students accepted to educational institutions in Quebec, only students that are in possession of a Certification of Acceptance (CAQ) will be approved for a withdrawal. Failure to provide this CAQ document before the withdrawal deadline will result in the*

denial of the withdrawal request and no refund will be issued. The CAQ must accompany the Quebec institution's letter of acceptance.

Reason for Withdrawal

Visa Denial: Students must upload a copy of their visa denial letter to the online admissions portal (OCAS), along with a completed International Student Withdrawal Form emailed to internationalrefunds@stclaircollege.ca.

Visa denial refunds are subject to a minimum \$50 wire finance charge.

All other requests for refunds: Refunds are subject to a \$2500.00 administrative fee and will be dealt with on a case by case basis. If students are transferring to another institution then the student must submit a copy of their letter of admission from an approved institution along with a completed International Student Withdrawal Form within 10 business days of the beginning of the semester. The letter of admission must be for the same semester for which the student has paid tuition. A copy of the passport and valid study permit will also be required.

**Please note that students who choose not to apply for a visa from the Canadian Embassy after receiving a letter of admission may be required to provide proof that no active application is on file with the Canadian Embassy.*

Arrival and Settlement Services

Students who use St. Clair College's arrival services (airport greeter service, airport shuttle, short-term accommodation, settlement services) will be subject to a non-refundable fee of up to \$500.00.

GEM accommodations: the GEM accommodation fee (\$2,320) is non-refundable unless due a visa rejection.

Method of Refund

Refunds will be issued in the same method of payment as the original transaction* (i.e. if paid by wire transfer then the refund will be refunded by wire transfer to the same bank account). **this excludes credit cards.*

The refund will be processed within 90 days after St. Clair College has received a fully completed application for a refund. This includes the bank wire details, if applicable.

If a student refund is payable to someone other than the student, written notice by the student must be provided at the time of refund submission.

The processing of refund requests will not be started until after the 10th business day after the start of classes. However, the request to receive a refund must be received by the 10th business day after the start of the semester.

Submission of Withdrawal/Refund Request

For additional information contact internationalrefunds@stclaircollege.ca