

REFUND POLICY (GC-POL-10)

Item	Detail
Policy No.	GC-POL-10
Effective Date (this revision)	September 29, 2026
Previous Version	September 8, 2026
Next Scheduled Review	September 29, 2027
Applies To	All students in all programs
Responsible Office	Office of the Registrar
Regulatory Basis	Private Training Regulation ss.28–36, 36.1 and 46; PTIRU Policy Manual s.3.2.2
Related Policies	GC-POL-09 Tuition and Fees; GC-POL-28 Deferral; GC-POL-29 Student Withdrawal; GC-POL-03 Student Dismissal
Institution	Guildford College Inc. PTIRU Institution No. 04470

Guildford College provides a copy of this Refund Policy to every student before accepting any tuition or related fee. Refunds are calculated on the tuition paid or payable under the Student Enrolment Contract, after any discount, scholarship or bursary has been applied. Related fees are application, administrative and assessment fees and fees for textbooks and other course materials (including equipment and uniforms).

Which schedule applies to you? The refund schedule is determined by the method of delivery recorded in the Student Enrolment Contract. Programs delivered solely by asynchronous distance education are governed by section 2. All other delivery methods — in-class, blended/combined, or synchronous distance — are governed by section 1.

1. In-Class, Blended/Combined, or Synchronous Distance Delivery

Circumstances when Refund Payable	Refund Due
Before the program start date, the institution receives a notice of withdrawal or provides a notice of dismissal:	
• No later than seven days after the student signed the enrolment contract, and • Before the program start date.	100% of tuition and all related fees, other than the application fee. Related fees include administrative fees, application fees, assessment fees, fees charged for textbooks or other course materials, and unused aircraft utilization fees.
• More than seven days after the student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract. All related fees, other than the application fee, are also refunded.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal:	
• No later than seven days after the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract. All related fees, other than the application fee, are also refunded.
• After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract.
• After more than 10% but not more than 30% of instruction hours have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract.
• After more than 30% but not more than 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under a contract.

Circumstances when Refund Payable	Refund Due
After more than 50% of instruction hours have been provided.	No refund due.
Student does not attend — “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
A student does not attend any of the first 30% of the hours of instruction.	Institution may retain up to 50% of the tuition paid under a contract.

2. Solely Asynchronous Distance Delivery

Circumstances when Refund Payable	Refund Due
Before the program start date, the institution receives a notice of withdrawal:	
- No later than seven days after the student signed the enrolment contract, and - Before the program start date.	100% of tuition and all related fees, other than the application fee.
- More than seven days after the student signed the enrolment contract, and - Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract. All related fees, other than the application fee, are also refunded.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal:	
No later than seven days after the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract. All related fees, other than the application fee, are also refunded.
Student has completed no more than 10% of the program.	Institution may retain up to 10% of tuition paid or payable under a contract.

Circumstances when Refund Payable	Refund Due
• Student has completed more than 10% but not more than 30% of the program.	Institution may retain up to 30% of the tuition paid or payable under a contract.
• Student has completed more than 30% but not more than 50% of the program.	Institution may retain up to 50% of tuition paid or payable under a contract.
• Student has completed more than 50% of the program.	No refund due.

“Completed” means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation are included in the calculation of a tuition refund (PTR s.35(6)).

3. All Delivery Methods

Circumstances when Refund Payable	Refund Due
Student enrolled in a program without having met the admission requirements for the program:	
• If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% of tuition and all related fees, including application fees.
Institution does not provide a work experience:	
• The student is attending the program and the institution does not provide all of the hours of the work experience within 30 days after the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% of tuition and all related fees, other than application fees.

Circumstances when Refund Payable	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit; not to programs provided solely by distance education):	
• Before 30% of instruction hours would have been provided, had the student started the program on the later of: (a) the program start date in the most recent Letter of Acceptance, or (b) the program start date in the enrolment contract; and • The student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.

4. Course Materials

Fees for textbooks and other course materials (including equipment and uniforms) are refunded if the student has not received the materials and (a) the student gives a notice of withdrawal, (b) the College gives a notice of dismissal, or (c) the student does not attend any of the first 30% of the hours of instruction.

5. When Refunds Are Paid

Refunds are paid to the student, or to the person who paid on the student's behalf, within 30 days after: the date the College receives a notice of withdrawal; the date the College provides a notice of dismissal; the date the Registrar orders a refund; 30 days after the contract end date if a work experience was not provided; the date the student delivers a copy of a study permit refusal; or, for a no-show, the date on which the first 30% of the hours of instruction are provided. The student record includes the refund calculation and evidence the refund was paid (cancelled cheque or transfer record).

6. How to Withdraw

To withdraw, a student delivers a written notice of withdrawal (or a copy of a study permit refusal) to the College by email to admissions@guildfordcollege.com, by registered mail, or in person. A deferral request is not a notice of withdrawal.

7. Programs that do not require approval

The College offers no programs that do not require PTIRU approval. If it does in future, for a program with tuition of \$4,000 or more the College refunds all tuition and related fees (other than the application fee) where the student does not attend the program and delivers a

notice of withdrawal or a copy of a study permit refusal no later than 30 days after the later of the start date in the last Letter of Acceptance or in the Student Enrolment Contract; the refund is paid within 30 days after the College receives the notice or refusal.

8. Conditional tuition

Examination rewrites and course retakes are conditional tuition (GC-POL-09 and GC-POL-30); like all tuition, they are subject to this policy.

Approved by: Firas Haddad, President & Senior Educational Administrator, Guildford College Inc. · Approved and effective September 29, 2026.

All Guildford College student policies are published at <https://guildfordcollege.com/policies/>.