

## Refund and Course Cancellation Policy

\*\*Please check the VCC website ([www.vcc.ca/programs-courses](http://www.vcc.ca/programs-courses)) to ensure this policy applies to your specific course.

### Income Tax Information

Receipts for tax purposes will be available by logging in online at [vcc.ca](http://vcc.ca) in February following the taxation year.

**Cancellations:** The college reserves the right to cancel courses due to unavailability of instructors, facilities or insufficient enrolment. Should a course be cancelled, a full refund will be provided. It is important that you keep the college informed of your current daytime telephone number.

**Withdrawal:** A request to withdraw from a course/program must be made 72 business hours prior to:

- Start date for courses of six weeks or less.
- Start of second class for courses of more than six weeks.
- Start date for all certificates and programs that require an application for admission.

**Deferred Fee Credits:** We are pleased to issue a deferred fee credit for 100% of the course fee valid for up to one year only.

### Refunds

- Refunds are subject to an administrative fee of 20% of course fees, to a maximum of \$30 per course.
- All refund requests must be accompanied by your original receipt. If your original receipt is not available, then your request must be received in writing.
- Please allow 4-6 weeks for processing refunds by cheque. Refund to debit or credit cards must be made in person only.

**Distance Courses:** Distance Education courses are refundable on a case by case basis, subject to a \$30 administration fee and \$15 for shipping and handling. All course materials must be received by VCC prior to refund issuance.

**Refund Appeals:** Applicants submit written appeals to the Dean, Centre for Continuing Studies. A decision will be rendered in writing within a month by the Appeal Committee; all decisions of the committee are final.