

## **Daytime classes refund policy:**

**Refund requests are no longer accepted more than 15 days before the start of classes (except in cases of visa refusal).**

The only acceptable reasons are as follows:

- Visa refusal (application to be submitted no later than 15 days after the start of classes): visa refusal letter required as mandatory supporting documentation
- Major health problem of the student: mandatory medical certificate clearly stating that the student cannot attend classes
- Acceptance into a program **exclusively** of the Bachelor's, Master's, Doctoral, BUT, Preparatory Class, or Engineering School type, justified by a **mandatory** acceptance document
- Death of the student (reimbursement to the family pro rata to the number of weeks of instruction not attended)

Apart from these reasons, exceptional cases may be reviewed by an ad hoc committee comprised of the CLEFF management, the DEFLE management, and the CLEFF administrative and financial manager. **A file must be compiled including the necessary supporting documents.**

In the event of exceptional circumstances beyond the student's control (e.g., university closure, weather event, blockade, security or health emergency), the refund will be calculated pro rata for courses not offered, excluding application fees.

Registration fees (excluding application fees) will be refunded if a course level is not offered.

In the event of a clear error (type of course/certification, incorrect amount) during the registration process, whether made by the institution or the student, and discovered before the start of classes, a full refund will be issued without deduction of application fees.