

1.0 ASSOCIATED POLICY

- Tuition & Fees

2.0 PROCEDURE ELEMENTS

2.1 Payment and Non-Payments of Tuition and Fees

- 2.1.1 Outstanding Tuition and Fees must be paid in full by a Student or a payment plan must be approved by Financial Services. The University accepts several methods of payment which are published on the University's website.
- 2.1.2 A Student with any outstanding Tuition, Fees, or other amounts owing to the University and/or the Students' Association may incur penalties such as, but not limited to, de-registration in future terms, the disallowance of further registration, withholding evaluation of a new application for admission, or denial of other services.
 - 2.1.2.1 Other amounts referenced in 2.1.2 may include, but are not limited to, items such as residence fees, library fines, lab equipment breakage, etc. These costs are established and approved by the appropriate department responsible for a respective area.
 - 2.1.2.2 The application of such penalties does not remove responsibility for any outstanding balances.

2.2 Adjustments, Refunds, and Waivers

- 2.2.1 When a Student meets a published deadline in the Academic Calendar, cost adjustments and refunds may apply to Tuition and Fees.
 - 2.2.1.1 For course drops and withdrawals, the effective date is the date the transaction was recorded on the Student Information System via a Student self-serve web transaction or by the Office of the University Registrar.
 - 2.2.1.2 Non-attendance, non-sufficient funds cheques, stop payment on a cheque or charge card, and non-compliance to a signed and authorized payment plan do not constitute notice of withdrawal. These actions are not sufficient to assess a cost adjustment or refund. The Student will remain responsible for any outstanding Tuition and Fees.
- 2.2.2 If a Student experiences circumstances that caused them to miss a published drop or withdrawal deadline, the Student may request an exception to be considered for a cost adjustment. Requests must be submitted within one year of the missed deadline.

When reviewing requests, the Office of the University Registrar's designate will consider the Student's situation holistically. This consideration may include, but is not limited to, any extenuating circumstances, supporting documentation, the Student's academic and enrolment history, and consultations with Faculties or Schools.

- 2.2.3 Refunds will be issued by Financial Services following the approval of the refund. Financial Services is responsible for publishing information relating to refund timelines and methods.

- 2.2.3.1 Refunds for Tuition and/or Fees will normally be made directly to the payer when paid by federal, provincial, or territorial student funding providers, and/or pre-approved Third Party Sponsorships. Refund methods vary according to the original payment method.
- 2.2.4 Some Tuition and Fees are non-refundable or follow pre-determined guidelines.
- 2.2.4.1 For courses that require a non-refundable deposit (e.g., a “travel abroad” component), the cost adjustment will assess the full cost of Tuition and Fees, less the non-refundable deposit.
- 2.2.4.2 When courses are offered on behalf of or paid for by another learning institution or sponsoring agency, any cost adjustments will be in accordance with the signed contract. Students must contact their program for further details.
- 2.2.5 Special Fees or Material Fees may be waived for a specified course section with the approval of the Dean.
- 2.2.6 For any program or course cancelled by the University, a cost adjustment for the full Tuition will be applied to the Student’s account.

3.0 RELATED POLICIES, PROCEDURES, FORMS AND OTHER DOCUMENTS

- Students’ Association Fees policy
- Admissions policy
- Withdrawal from University Programs policy

4.0 ACCOUNTABILITY

Responsible Office

Office of the University Registrar

5.0 HISTORY

Relevant Dates

Approved: **23.02.21**

Effective: **23.03.23**

Next Review: **28.03**

Modification History

23.02.21: New procedure approved by President’s Policy Committee (reference #20230221-02-PPC) and effective March 23, 2023 upon approval of the new Tuition and Fees Policy by the Board of Governors.

25.05.28: Minor revisions made for clarification regarding exception requests. Approved by Policy Sponsor.