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**Course Cancellation**  
**Name of Policy**

**December 20, 2019**  
**Implementation Date**

**Senior Education Administrator**  
**Positions(s) Responsible**

**December 20, 2019**  
**Date of Last Revision**

ACE Community College (ACC) has created this outline to set out the process related to Course cancellations for Courses actively in session at the College. Registration Fees pertain to Courses that do not have a tuition fee associated with them. This policy applies to all students enrolled at the College.

**Course Cancellation by The College**

- 1.1. The College reserves the right to cancel or reschedule Courses that do not reach minimum enrolment requirements. In such cases, the College must make every effort to inform the student prior to the start date.
- 1.2. In the event of a Course cancellation by the College for the respective start date, a full refund of the Registration Fee paid must be issued unless the student requests to defer the Registration Fee to a later Course start date.

**Registration Cancellation by The Student**

- 2.1. If a Course registration is cancelled by a student up to and including five (5) calendar days before the start of a Course, the Registration Fee must be refunded, less a \$50.00 Administrative Fee.
- 2.2. If a Course registration is cancelled by a student less than five (5) calendar days before the start of a Course, no refund will be issued unless due to an extraordinary circumstance.

- 2.3. If a Course registration is cancelled by a student on or after the first day of class, no refund will be issued unless due to an extraordinary circumstance.
- 2.4. If an extraordinary circumstance occurs, a written request must be submitted by email, fax, mail, or in person to the Student Services department. Proof of the extraordinary circumstance may be requested, and the situation will be assessed on an individual case basis by Student Services in order to determine if the student is eligible for a refund based on an extraordinary circumstance.
- 2.5. Student Services must notify the student of its decision within seven (7) business days.

### **Registration Fee Payment Refund**

- 3.1. A Registration Fee payment refund will only be issued where applicable as stated in the above policy sections.
- 3.2. A Registration Fee payment made using a credit card must be refunded back to the credit card used in the Initial transaction.
- 3.3. A Registration Fee payment made using Electronic Funds Transfer (EFT) must be refunded by EFT.
- 3.4. A Registration Fee payment made in person using cash, cheque, or debit card must be refunded by cheque.
- 3.5. A Registration Fee Refund payment must be issued within thirty (30) calendar days upon notification of the Cancellation of the Course unless the student opts to have the Registration Fee payment credited towards a future enrolment.