

If a student withdraws, is dismissed, or is otherwise unable to attend their program, this policy lays out the circumstances in which a refund will be due to the student. Students will not be eligible for a refund in all circumstances, and, in the most common cases, only the tuition is refundable.

Refund calculations apply only to the tuition. Once due, all other fees will not be prorated and unless otherwise stated are non-refundable.

**Notice of Withdrawal**

1. If a student wishes to cease study at InFocus Film School, to be considered for a refund, they must submit a written notice of withdrawal to InFocus Film School by mail, email, or hand delivery. Non-attendance alone does not constitute withdrawal.

**Calculation of Hours**

2. If a student withdraws, refunds will be calculated based on the hours of instruction elapsed in the student’s program of study up to the date the notice of withdrawal is received by InFocus Film School.
3. If the student is dismissed from study, refunds will be calculated based on the hours of instruction elapsed in the student’s program of study up to the date specified on the student’s letter of dismissal.

**Scholarships and bursaries**

4. Any scholarships, bursaries, or other discounts that may have been awarded to a student are considered void and forfeit if a student withdraws or is dismissed from their program of study, and will not be taken into account when determining tuition owed or due to be refunded.

5. <b>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</b>	<b>Refund Due</b>
a) Before program start date, InFocus Film School receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.

5. <b>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</b>	<b>Refund Due</b>
<ul style="list-style-type: none"> <li>• More than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	<p>InFocus Film School may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.</p>
<p>b) After the program start date, InFocus Film School provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):</p>	
<ul style="list-style-type: none"> <li>• No later than seven days after the program start date, InFocus Film School provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	<p>InFocus Film School may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.</p>
<p>c) After program start date, InFocus Film School provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):</p>	
<ul style="list-style-type: none"> <li>• After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	<p>InFocus Film School may retain up to 10% of tuition paid or payable under a contract.</p>
<ul style="list-style-type: none"> <li>• After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	<p>InFocus Film School may retain up to 30% of tuition paid or payable under a contract.</p>
<ul style="list-style-type: none"> <li>• After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	<p>InFocus Film School may retain up to 50% of tuition paid or payable under a contract.</p>
<ul style="list-style-type: none"> <li>• After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	<p>No refund due</p>

5. <b>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</b>	<b>Refund Due</b>
d) Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	InFocus Film School may retain up to 50% of the tuition paid under a contract.

6. <b>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</b>	<b>Refund Due</b>
a) InFocus Film School receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

7. <b>Approved Programs – Solely Asynchronous Distance Delivery</b>	<b>Refund Due</b>
a) Before program start date, InFocus Film School receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	InFocus Film School may retain up to 10% of tuition, to a maximum of

7. Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
	\$1,000 paid or payable under a contract.
b) After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date</li> </ul>	InFocus Film School may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% of the program</li> </ul>	InFocus Film School may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% but less than 30% of the program</li> </ul>	InFocus Film School may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	InFocus Film School may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due.

8. Approved Programs – All Delivery Methods	Refund Due
a) Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>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.</li> </ul>	100% tuition and all related fees, including application fees

9. Refunds due under this policy will be issued **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

**Damage and Key Deposits**

10. If a student has paid a key deposit, that deposit will be refunded to the student once the keys have been returned to InFocus Film School.
  
11. If a student has paid an equipment damage deposit, the damage deposit will be refunded to the student once they have completed or are otherwise no longer enrolled in the program, unless any of the following is true:
  - a) The student has not signed-in all equipment they have borrowed from InFocus Film School; or,
  - b) The student has damaged InFocus Film School's equipment or allowed InFocus Film School's equipment to become damaged while it was under the student's care, and has not made approved arrangements for its repair or replacement.

**Issuance of Refunds**

12. Refunds due under this policy will be issued within 30 days of receiving a notice of withdrawal, receiving a copy of refusal of a study permit, or delivering a notice of dismissal to a student, as applicable.