

## CANCELLATION AND REFUND PROCEDURES FOR VIU EDUCATION ABROAD PROGRAMS

### CANCELLATION

Study Abroad (SA) programs involve the use of services and facilities provided by third parties and may be affected by situations that are beyond the control of Vancouver Island University (VIU). For this reason, VIU reserves the right to make substitutions or change program details as required in order to deliver the program. In rare instances, VIU may have to cancel a program if:

1. Foreign Affairs Canada or the host country issues a directive for Canadians not to travel to the destination country or to leave the destination country;
2. VIU determines that it's not feasible to continue the SA program;
3. The faculty member travelling with the group and delivering the academic course(s) is unable to attend and a substitution cannot be found.

### REFUND POLICY

A **deposit** is required upon application to a field school. Deposits will *only* be refunded if:

- The student is not accepted into the SA program by VIU upon application;
- The student withdraws before the application deadline;
- The SA program is cancelled by VIU.

#### **Refund if a program is cancelled before departure**

Program cancellation by VIU: If the SA program is cancelled by VIU *prior* to the start of the program, the student will receive a refund of any fees *paid directly to VIU*.

*NOTE: VIU is not responsible for airline tickets and services purchased directly by the student since these are the property of the student. We strongly recommend purchasing trip interruption & cancellation insurance at the same time as your plane ticket.*

Program cancellation by the student: Fees that are paid to VIU for a study abroad program should be considered **non-refundable**. If a student is unable or elects not to attend the SA program *and* that program has not been cancelled by VIU, then the student will *not* receive a refund of any monies paid to VIU.

#### **Refund of fees paid to VIU once the student is abroad**

If Foreign Affairs Canada issues a warning for Canadians to leave the destination country immediately while the student is abroad, VIU will work with the airlines to assist the student to return home as quickly as possible and will pay for the costs incurred for the evacuation. Such evacuation will be under the control of VIU. This situation is beyond the control of VIU and the student should not expect a refund of any study abroad program fees paid to VIU or any other costs incurred by the student.

#### **Other Financial Considerations**

If a student has received an IE Stipend from VIU and that student does not attend the SA program, he/she will be required to return the Stipend to International Education. Every effort will be made to make arrangements for the student to complete his/her coursework if the program is cancelled. If this is not possible, the Study Abroad office will be required to report the change in the student's enrolment status to the Financial Aid office. If the student has received funding through BCSAP, he/she is also required to contact the Financial Aid office and revert back to the original study end date. Failure to do so may result in penalties or future funding restrictions.

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(Applicant Signature)

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(Date)