

## VIU International Education

### Deferral and Refund Policy: COVID-19 Addendum (updated March 30, 2021)

The following regulations are intended to support students who are affected by the COVID-19 pandemic. In applicable situations, these regulations stand in place of the regular deferral and refund policy. In all other cases, the regular policy will apply.

#### Deferrals – New Accepted International Applicants Prior to Arrival at VIU

Due to COVID-19, special deferral extensions may be considered outside of the [regular deferral and refund policy](#). Requests for deferrals for programs starting Intersession (summer) 2021 should be sent by 11:59 PM Pacific Time on April 26, 2021, to [study@viu.ca](mailto:study@viu.ca).

#### Refunds – New Accepted International Applicants Prior to Arrival at VIU

Newly accepted students unable to attend or defer their studies to a future term at VIU due to the impacts of COVID-19 may request a refund. If the decision to not attend classes is directly related to COVID-19, is deemed an \*exceptional circumstance (e.g. changes to course delivery method by VIU, travel restrictions imposed by governments and/or medical grounds), and was unforeseeable at the time of application, a full refund will be given. There will be no deductions for administrative fees.

#### \*Exceptional Circumstances are defined as:

Unforeseeable circumstances, not existing at the time of application or commencement of studies, that are beyond your control and which make it impossible for you to attend VIU or would cause you unreasonable personal hardship if you were to attend VIU.

Evidence of a student's inability to travel due to COVID-19 may be requested. If the refund request is made on medical grounds (e.g. infection with COVID-19 or recent contact with a person diagnosed with COVID-19), the VIU Health Care Provider Statement must be submitted with the refund application. The signature of a licensed Medical Doctor will not be required in these exceptional circumstances. Refund requests for courses beginning in Intersession (summer) 2021 will be considered until 11:59 PM Pacific Time on April 26, 2021. Please email [study@viu.ca](mailto:study@viu.ca) to request your refund.

#### Refunds – New Accepted International Applicants Prior to Arrival at VIU Due to Study Permit Refusal

Refund requests for students who receive a study permit refusal will be considered until May 14, 2021, which is the end of the second week of classes. If the student's study permit application is denied more than two weeks after the start of the academic term, or the refusal letter is received by VIU after the first two weeks of the academic term, the student will not be eligible for any refund of tuition fees.

#### Refunds - Current/Returning International Students

##### Intersession (summer) 2021 courses

Refund guidelines for current students (excluding Masters/Limited Entry programs) are:

- 100% refund up to the tuition payment due date;
- 50% between April 2, 2021 and the first day of the semester;
- 25% between the first day of the semester and before the end of the second week of the semester;
- Student fees are not refunded.

For Current/Returning International students, please email [iefinance@viu.ca](mailto:iefinance@viu.ca) to request your refund.

Students requesting to take a semester off should apply for a leave of absence. Please email [study@viu.ca](mailto:study@viu.ca) with your request.

#### **Refund Processing Times - All International Students**

Given the impacts of COVID-19 on the working conditions of VIU staff, it may take longer to review and process a request. Your patience is appreciated as we work through these challenging times.