



Refund Policy

Preface:

The College of the Rockies offers a number of Continuing Education online courses and programs, such as **Peak TESOL Program**, which has strict minimum enrolment requirements in order for the programs to run.

This refund policy applies to all Peak TESOL programs, including the Peak TESOL Online and Blended Delivery programs, offered through Continuing Education at College of the Rockies Kimberley Campus.

Refundable and Non-refundable Fees:

Tuition Fees (Full Program)

a) Program/course cancellation by the College	Full refund
b) Withdrawal prior to 2 weeks (10 business days) of the start date	Full refund
c) Withdrawal prior to 1 week (5 business days) of the start date	Full refund less \$100 admin fee
d) Withdrawal within 1 week (5 business days) of the start date	<u>No Refund</u>

Please note: A decision will be made approximately one week prior to the course start date of whether the course will run or not.

Computers & Technology Issues:

It is the participant’s responsibility to ensure that they have access to the appropriate technology to complete the course. If the participant’s computer breaks down due to a virus or has internet problems, they will need to find another source to access the course. Internet cafes, libraries and some Colleges usually provide public access to computer/internet at minimal cost. **Once the course is in progress, there is no refund.**

Program and Course Changes:

The College of the Rockies reserves the right to make whatever changes are deemed necessary as a result of changing circumstances, including cancellation, re-scheduling or other adjustments of programs and courses.

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Note: This policy is current at the time of printing, but is subject to change without prior notice.