



CESTAR COLLÈGE,  
Campus Longueuil

## Withdrawal and Refund Policy

### Overview

The following policy applies to all new and returning international students who have paid tuition fees to Cestar College for Cestar College, Quebec academic programs. This policy is in compliance with the Province of Quebec's Act Respecting Private Education and the respective Regulations Respecting Private Educational Institutions at the College Level. In accordance with Ministry regulations, students who withdraw from a Cestar College in Quebec program of study may be eligible for a partial refund of tuition and ancillary fees, less non-refundable fees. Applications to withdraw after studies have commenced are subject to a withdrawal processing fee, and refund amounts are calculated in accordance with Ministry regulations. All withdrawals must be approved by the College Director and students are advised to be aware of the withdrawal application process and the associated withdrawal requirements, including completion of a Withdrawal Application form and submission of all required documentation, noted below. Contact our student services department at [info@cestar.ca](mailto:info@cestar.ca) if you have any questions regarding this policy.

### Withdrawal Periods

#### Withdrawal Pre-Contract

Students with a letter of offer from the college may withdraw from studies with no penalty, provided that there is no signed Educational Service Contract on record. Students must complete the withdrawal process, including submission of all requisite documentation, and will be refunded all fees, less the non-refundable \$50 application fee.

#### Withdrawal with Signed Contract and Pre-Commencement of Services/Studies

Students who have completed their college registration, including submission of a signed study contract with the college and registration fee, may withdraw at any time prior to the first day of the start of their study period (first day of classes) with no penalty, provided they follow the withdrawal application process below, including submission of all withdrawal documentation. Such students, on approval of their withdrawal application, will be refunded all fees, less the non-fundable \$50 application fee and \$200 registration fee.

## Withdrawal Post-Commencement of Services/Studies

Students who have started their program of study and wish to withdrawal from their program may apply to withdraw from the program with submission of all requisite documentation detailed below. A partial refund may apply. In accordance with Ministry regulations, refund amounts are subject to a withdrawal processing fee using a Ministry provided formula and calculated on a prorated basis. Students who submit the requisite withdrawal documentation are eligible for a refund of the unused portions of their tuition and insurance fees, less the college withdrawal penalty and non-refundable fees, in accordance with Ministry regulations.

## Withdrawal Process

All withdrawals from Cestar College Quebec programs must be approved by the college Director.

The following provides the application process for withdrawal:

1. Student must contact student services via email ([info@cestar.ca](mailto:info@cestar.ca)) to inform the college of their intent to withdraw.
2. College staff will arrange a meeting, when necessary, between the student and the college to discuss the process and explain the calculation of any potential refunded fees.
3. As per Ministry requirements, students seeking to cancel their contract with their post-secondary institution, must submit, via registered mail, formal notice of the contract cancellation, along with the following documentation:
  - Withdrawal application form (available on our website or via [info@cestar.ca](mailto:info@cestar.ca))
  - Student reimbursement form (available on our website or via [info@cestar.ca](mailto:info@cestar.ca))
  - If transferring to another post secondary institution, letter of Acceptance from the new College or University (Level of study must be equal or higher than that offered at Cestar Quebec)
  - Fee Receipt from the new College or University
  - If returning to their home country, copy of the flight tickets, boarding pass and entry stamp on passport on arrival
4. Once the registered mail is received by the College, all documents will be reviewed and, if approved, the Director will sign the Withdrawal Application form.
5. Refunds will be processed within ten (10) days of receipt of all requisite withdrawal documents.

Failure to provide requisite withdrawal documents will result in the denial of the request and no refund will be issued.

## Refund Calculations

Refunds that are the result of an approved withdrawal from a Cestar College Quebec program of study are determined in accordance with the Province of Quebec's Act Respecting Private Education and the respective Regulations Respecting Private Educational Institutions at the College Level. Refunds are calculated on a prorated basis and are subject to a College withdrawal penalty fee, in compliance with Ministry formulae and directives.

- Students approved to withdraw from a program before a signed study contract is on file are eligible for a full refund less the non-refundable application fee.
- Students approved to withdraw from a program after a signed contract has been signed but before studies commence are eligible for a full refund less the non-refundable application and registration fees.
- Students approved to withdraw from a program after studies have commenced are eligible for a refund in the amount of their total paid fees, less the following deductions:
  - Tuition fee usage to date (prorated based on month of withdrawal relative to total fees paid)
  - Health insurance usage to date (prorated based on 4-month term of withdrawal relative to total insurance fees paid)
  - IT service fees used to date (prorated based on month of withdrawal relative to total fees paid)
  - \$1500.00 withdrawal penalty fee
  - \$200.00 non-refundable registration fee
  - \$50.00 non-refundable application fee

## Refund Method

Refunds can be issued using one of three methods. Students are required to complete the refund confirmation form and provide the necessary details to complete the refund. The following three methods are available to students:

- Direct deposit
- Email transfer
- Wire transfer

Students are responsible for any financial institution fees associated with the transfer of funds.

## Refund Processing Times

In accordance with Ministry regulations, appropriate and warranted refunds will be processed within ten (10) days from the date that all approved withdrawal documentation has been received.

## References

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[E-9.1 - Province of Quebec's Act Respecting Private Education](#)

[E-9.1,R4 - Regulations Respecting Private Educational Institutions at the College Level](#)

**Written withdrawal Request :**

Date:	Date of appointment with the director:
Student Number:	Program code:
UCI Number:	Withdrawal Period:
First Name:	Last name:
E-mail address:	Phone number:
Reason for withdrawal:	Phone Number:
New educational institution (if applicable):	
Remarks:	

**Standard forms required:**

Withdrawal declaration letter	Refund form	Copy of passport
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**Forms and procedures required for student transfers :**

Letter of acceptance to the new educational institution (same school year)	Receipt for payment of fees for new educational institution	Check outstanding balance
CAQ	Visa cancellation (if applicable)	

**Forms required for students returning to their country of origin :**

Copy of flight/travel itinerary (boarding pass)	Reinsertion stamp
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**STUDENT DECLARATION**

By signing below, I understand that appropriate and justified refunds will be processed within nine (9) weeks once Cestar College has received all necessary documentation to support my refund request and has assessed my eligibility.

Student's signature	Date	Director's signature	Date
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According to Immigration, Refugees and Citizenship Canada (IRCC), it is your responsibility as an international student to update your information and modify your post-secondary institution in your GCKey account using the link below. :  
<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/change-schools/account.html>.

Please note that not all programs at post-secondary institutions are eligible for a post-graduation work permit. Please consult the IRCC link below to check whether your new institution offers programs eligible for a Post-Graduation Work Permit (PGWP):  
<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare/designated-learning-institutions-list.html>.

Date :

Student's name :

Student ID

**\*NOTE: If the money is deposited in the name of someone other than the student, please fill out the permission form below**

A new educational institution:

EED new educational institution:

Student ID; new educational institution:

Refunds will be processed by cheque

Refunds will be made by bank transfer:

**REFUND CHEQUES WILL BE SENT TO THE PLACE OF ACCEPTANCE FOR COLLECTION**

**FOR STUDENTS RETURNING HOME, PLEASE COMPLETE THE BANK TRANSFER DETAILS BELOW IN FULL**

Beneficiary name :

Beneficiary's address :

Beneficiary account number :

Transit number :

Bank number :

Bank name :

Bank address :

SWIFT code :

PERMISSION FORM: By signing below, I give permission for my refund to be transferred by bank transfer to the following person

Account holder name :

Student's signature :

**For administration use only**

	<b>Amount</b>
Account balance	
Less applicable fees - other	
Plus applicable fees -	
Total repayment to be issued	

Prepared by :

Approved by:

Campus:

Program:

Reason:

Director's initials: