

College Withdrawal and Refund Policy Cestar College, Longueuil Campus

Overview

This policy applies to all local, international, new, and current students who have paid tuition fees to Cestar College, Longueuil Campus for academic programs. This policy is strictly compliant with the **Act respecting private education (ARPE)** of the province of Quebec and the **Regulations respecting private educational institutions at the preschool, elementary, and secondary levels**.

In accordance with sections 70 to 75 of the ARPE, students who withdraw from a program of study may be eligible for a refund of tuition and related fees. However, the college will retain the fees for educational services already provided (calculated on a pro-rata basis), as well as a termination indemnity or penalty. In compliance with the legal ceiling, this penalty—**which includes the \$200 registration fee already paid**—cannot exceed the lesser of **\$500** or **10%** of the total contract price, after deducting the admission fees.

All withdrawals are effective upon receipt of the notice of termination sent by the student. Students are encouraged to thoroughly understand the withdrawal process and associated requirements, including the submission of a withdrawal request form. Please contact our Student Services Department at info@cestar.ca if you have any questions regarding this policy.

Withdrawal Periods

Withdrawal Before Signing the Contract

Students who have received a Letter of Admission (LOA) but have not yet signed an Educational Services Contract may withdraw without penalty. In such cases, the college will refund all sums received, except for the **non-refundable admission fee of \$50**.

Withdrawal with Signed Contract and Before the Start of Services/Studies

Students who have entered into an Educational Services Contract with the college and paid the registration fees may terminate their contract at any time before the first day of class. The withdrawal takes effect upon receipt of a written notice from the student.

Once the request is processed, the student will receive a refund of all sums received, minus a termination indemnity. In accordance with the Law, this indemnity—**which includes the \$200 registration fee already collected**—cannot exceed the **\$500** cap, in addition to the **non-refundable \$50 admission fee**.

Withdrawal After the Start of Services/Studies

Students who have started their program of study and wish to terminate their contract may do so by transmitting a written notice to the college. The withdrawal takes effect upon receipt of this notice.

In accordance with the Law, the student is eligible for a partial refund. The amount retained by the college is limited to the following:

1. **The price of educational and accessory services already provided**, calculated on a pro-rata basis (based on the number of courses, units, or months elapsed).
2. **A termination penalty**. This penalty corresponds to the lesser of the following amounts: **10% of the total price** provided for in the contract or **\$500**.

Note: The registration fees (\$200) already collected are deducted from the calculation of this penalty so that the total non-refundable fees never exceed the legal ceiling of **\$500**, in addition to the **\$50 admission fee**.

Termination and Refund Process

In accordance with the Law, the contract is terminated as soon as the student sends a written notice. To ensure efficient and rapid processing of the file, Cestar College follows these steps:

1. **Notice of Intent:** The student must contact Student Services by email (info@cestar.ca) to inform the college of their intention to withdraw.
2. **Exit Interview (Optional):** College staff may organize a meeting with the student to discuss the refund calculation and the impact on their international student status.
3. **Transmission of the Notice of Termination:** The student must transmit a formal notice of termination to the college (by registered mail or any other means allowing for confirmation of receipt).
4. **Supporting Documents for Refund:** To proceed with the transfer of funds, the student is invited to provide the following:
 - The duly completed withdrawal request form.
 - The bank information form (transfer details).
 - Proof of departure or transfer (optional, for compliance files with Immigration Canada/Quebec).
5. **Processing Time:** In accordance with section 74 of the ARPE, the refund will be issued **within ten (10) days** following receipt of the notice of termination.

Refund Calculations

Refunds resulting from a contract termination are determined in accordance with sections 70 to 75 of the **Act respecting private education (ARPE)**. The calculation is established as follows:

- **Withdrawal before a signed contract is registered:** Full refund of all sums received, minus the **\$50 admission fee**.

- **Withdrawal after signing the contract, but before classes start:** Refund of all sums received, minus a termination indemnity. This indemnity, **which includes the \$200 registration fee already paid**, is capped at the lesser of **10%** of the total price or **\$500**, in addition to the **\$50 admission fee**.
- **Withdrawal after the start of classes:** The student is eligible for a refund of the amount paid, minus the following deductions:
 - **Services provided:** The price of educational services (tuition), computer services, and insurance fees, calculated on a pro-rata basis according to the **months, lessons, or units** provided until the date the notice of termination is received.
 - **Termination penalty:** An amount corresponding to the lesser of **10% of the total price** provided for in the contract or **\$500**.

***Important Note:** The registration fees (\$200) already collected are included in the calculation of this global penalty to respect the legal ceiling of **\$500**, in addition to the **\$50 admission fee**.*

Refund Method

Refunds may be made by one of the following three methods. Students must complete the refund confirmation form and provide the necessary information to complete the refund:

- **Direct Deposit**
- **Email Transfer (Interac)**
- **Bank Transfer (Wire Transfer)**

Note on bank fees: The college does not charge any fees for processing the refund. However, the student is responsible for transaction or exchange fees imposed by financial institutions (intermediary or receiving) during 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

- **E-9.1** [Act respecting private education](#)
- **E-9.1, r. 4** [Regulation respecting private educational institutions at the college level](#)