



Cancellation and Refund Policy

**Preparation course for official language tests
ELC COLLEGE**

GROUP COURSE

1. Purpose

This policy sets out the cancellation and refund terms applicable to registrations for preparation courses offered by ELC College, organized by skill (reading comprehension, listening comprehension, writing, and speaking).

2. Cancellation by the Student

Any request to cancel a registration for a preparation course must be submitted in writing at least twenty-four (24) hours prior to the start of the first session.

This twenty-four (24) hour period is calculated in business hours only and excludes office closure periods, namely from Friday at 5:00 p.m. to Monday at 9:30 a.m. Any request submitted during this period will be deemed received on Monday at 9:30 a.m.

Subject to compliance with the above conditions, a student may cancel their registration for a specific component.



3. Late Cancellation

Any cancellation request received less than twenty-four (24) hours before the start of the first session will be refused.

In such cases, the registration shall be considered final and binding, and no refund, credit, or rescheduling will be granted.

4. Refund Policy

Where a cancellation is made in accordance with this policy, ELC COLLEGE will issue a refund of the amounts paid, less:

- an administrative fee of fifteen dollars (\$15), or
- any applicable banking fees, whichever is higher.

Refunds will be processed within a maximum of fifteen (15) business days following receipt of the cancellation request.

5. Cancellation by the Institution

ELC College reserves the right to cancel a course in cases of force majeure or exceptional circumstances, including but not limited to adverse weather conditions, instructor unavailability, or any situation beyond its control.

In such cases, the institution may, at its discretion:

- offer an online class in place of the in-person session;
- reschedule the session to a later date;
- provide an equivalent replacement session;



- grant a credit or partial refund on a pro rata basis for services not rendered, if no alternative solution can be offered.

6. Communication of Requests

All cancellation requests must be submitted in writing to the following address:
prep@elccollege.ca.

Registrations are personal, issued to a specific individual, and are non-transferable.



PRIVATE COURSES

1. Modification or Cancellation by the Student

Any request to modify or cancel a session must be submitted in writing at least twenty-four (24) hours in advance.

This twenty-four (24) hour period is calculated in business hours only and excludes office closure periods, namely from Friday at 5:00 p.m. to Monday at 9:30 a.m. Any request submitted during this period will be deemed received on Monday at 9:30 a.m.

- **Request made within the required timeframe:**

The student may:

- reschedule the session at no additional cost; or
- obtain a refund, less a cancellation fee of fifteen dollars (\$15) or applicable banking fees, whichever is higher.

- **Request made outside the required timeframe (less than 24 hours):**

The session will be considered delivered, non-refundable, and non-reschedulable.

Any request made outside the prescribed timeframe results in the loss of the session, which is deemed delivered and cannot be rescheduled or refunded.

2. Refund Processing Time

In the event of a cancellation in accordance with this policy, the refund will be processed within a maximum of fifteen (15) business days following receipt of the request.



3. Student Late Arrival

In the event of a delay, the instructor will wait for the student for a maximum of twenty (20) minutes.

After this period, the session will be considered cancelled by the student and will be fully charged, with no possibility of refund or rescheduling.

4. Cancellation by the Instructor

If the instructor cancels a session, the student may choose to:

- reschedule the session to a later date; or
- receive a partial refund corresponding to the session not delivered.

5. Request Procedures

All requests for modification or cancellation must be submitted in writing to:
prep@elccollege.ca.

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