

Policy	Approving Body Revisions Responsibility of	Executive Team Executive Team
Subject: Payment and Refund Policy		

Fees and Charges

University fees and charges indicated are as of the date of publishing. The University reserves the right to make changes to the regulations, fees, and charges. Any questions concerning fees and charges should be directed in writing to student.billing@questu.ca or by telephone at 604.898.8076.

1. TUITION AND COURSE FEES

1.1. All students will be billed tuition for four Blocks per term for the academic year (Fall Term and Spring Term).

1.2. Students planning to enroll in fewer than four Blocks in a term must notify the University prior to the fee due date, indicated in the billing statement, in order to have their billing proactively adjusted to reflect their block(s) off.

Refund of Fees and Charges

A student may withdraw from a course, a term, or the university by notifying the Registrar’s Office (registrar@questu.ca).

The date of the withdrawal is the date the request is received by the Registrar. Students ceasing their studies without written notification are not eligible for refund of any fees or charges. Any questions concerning withdrawal or leaves should be directed in writing to registrar@questu.ca, or by telephone at 604.898.8000.

If leave is not requested, tuition will be charged even if the student did not attend classes.

1. REFUND OF TUITION AND BLOCK FEES (\$250 service fee normally applies)

1.1. A student who withdraws from the University no later than one week prior to the start of any term will be eligible to receive a full refund of any tuition paid for that term, with the exception of the enrolment deposit.

1.2. A student who withdraws from the University during the first course of the term, up to and including two days after the Block ends, is eligible for a refund of the tuition for the last two Blocks of that term.

1.3. A student who withdraws from the University after the beginning of the second Block of the term will normally not be eligible for a refund of tuition.

1.4. A student who withdraws from a Block, and submits the appropriate leave form, at least three weeks prior to the beginning of that Block, is eligible for a credit of their net tuition, which must be used within the same academic year it is issued.

1.5. Block payment deadlines are driven by costs to third parties. Block payments are non-refundable after the payment deadline when third-party costs have been incurred.

CREDIT FOR MEDICAL OR EMERGENCY LEAVE

A student who cannot complete a Block due to a documented medical emergency may be considered for a tuition credit. If approved, the tuition credit must be used within the same academic year it was issued in.

The student must submit the Medical/Emergency Leave Form along with the mandatory medical documentation to the Registrar's Office within one week* of withdrawing from class. If a medical note is not provided within one week of the beginning of the Leave, tuition credit will not be considered.

Medical leave requests made after day 10 of the Block will not be considered for tuition credit. Requests made after day 10 will still be considered for grade review ("W" for "Withdrawn" versus an "F"), provided all required information and forms are submitted.