

REFUND POLICY

Fort Erie International Academy (FEIA)

This document serves as the introductory refund policy page for students enrolled at **Fort Erie International Academy (FEIA)** through Amerigo Education.

Governing Policy

Refunds, withdrawals, cancellations, and any related financial adjustments for FEIA students are governed exclusively by Fort Erie International Academy's Tuition, Fees, Refunds, and Withdrawal Policy, which appears on the subsequent pages of this document and is incorporated herein by reference.

Authority and Administration

- All refund eligibility determinations, calculations, approvals, and final decisions are made solely by Fort Erie International Academy.
- All approved refunds are processed and issued directly by Fort Erie International Academy, in accordance with its internal policies and timelines.
- Amerigo Education does not calculate, approve, issue, or modify refunds for FEIA enrollments.

No Independent Amerigo Refund Policy Applies

Amerigo Education's standard refund policies, timelines, procedures, and calculations do not apply to students enrolled at Fort Erie International Academy (FEIA).

All matters relating to withdrawals, cancellations, refund eligibility, refund amounts, approvals, processing timelines, and issuance of funds for FEIA students are governed exclusively by Fort Erie International Academy's Tuition, Fees, Refunds, and Withdrawal Policy.

Acknowledgment

By enrolling at Fort Erie International Academy, families acknowledge and agree that:

- Refunds are subject solely to FEIA's policies and interpretations
- FEIA's decisions regarding refunds are final

- Amerigo Education acts as a program partner and enrollment facilitator, not the refunding authority

The full FEIA Tuition, Fees, Refunds, and Withdrawal Policy begins on the following pages.

Fort Erie International Academy

Tuition, Fees, Refunds, and Withdrawal Policy

Parent & Public Version

Fort Erie International Academy

Purpose

This document explains Fort Erie International Academy's policies regarding tuition, fees, deposits, refunds, withdrawals, and cancellations. It is provided for parents and guardians for clarity and transparency.

This annex reflects the Academy's official Tuition, Fees, Refunds, and Withdrawal Policy and applies to **all students**, including domestic and international students, day students and boarding students, and all academic, athletic, and enrichment programs.

Key Principles

Fort Erie International Academy plans staffing, residence accommodation, academic programming, and student services in advance based on confirmed enrollments.

Because of this:

- A student's place cannot be resold once enrollment is confirmed
- The Academy incurs costs regardless of whether a student attends for part or all of the year
- Tuition and fees are considered earned over the full academic year, not on a daily or monthly basis

For these reasons, refunds are limited and granted only in the specific circumstances outlined below.

Tuition Deposits

- A tuition deposit is required to secure a student's place for the applicable academic year.
- The deposit confirms enrollment and reserves space in the program.
- All tuition deposits are strictly non-refundable and non-transferable.

The tuition deposit will not be refunded under any circumstances, including:

- Withdrawal or cancellation
- Dismissal or suspension
- Delayed arrival or failure to commence studies
- Medical, personal, academic, or financial reasons

The only exception is outlined under Visa Refusal below.

Tuition and Fees – General Policy

Unless explicitly stated otherwise:

- All tuition, boarding fees, student fees, program fees, deposits, and related charges are non-refundable.
- Fees remain payable in full once enrollment is confirmed.
- Non-attendance, partial attendance, or early departure does not reduce financial obligations.
- Tuition and fees are not adjusted or refunded due to:
 - Illness or injury
 - Academic difficulty
 - Suspension
 - Homesickness
 - Dissatisfaction with programming
 - Personal or family circumstances
 - Travel or scheduling issues

Withdrawals After Enrollment

Once an offer of admission has been accepted and the tuition deposit has been paid, families are financially responsible for the full academic year's tuition and fees.

This applies to withdrawals:

- Before the start of the academic year
- After the start of the academic year
- At any point during the academic year

Withdrawals for any reason — including personal, medical, academic, behavioural, or disciplinary reasons — **do not qualify for refunds or fee reductions**. All paid and outstanding fees remain due.

Cancellations Prior to the Start of the Academic Year

Cancellation provisions vary depending on the student's enrollment category.

International Students

International students are students who require a Canadian study permit and/or custodianship arrangements.

- International student enrollments are not cancellable once the tuition deposit has been paid.
 - Written notice of cancellation, regardless of timing, is treated as a withdrawal.
 - No refunds are issued except as provided under the Visa Refusal section below.
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Domestic Students (Canada)

Domestic students are Canadian citizens or permanent residents who do not require a study permit.

- Domestic students may cancel enrollment in writing prior to the start of the academic year.
- Written notice must be received at least 90 calendar days before the published first day of the academic year.
- The tuition deposit remains non-refundable.
- Any tuition or fees paid beyond the deposit will be refunded, provided the student account is in good standing.

Cancellations received fewer than 90 calendar days before the start date are treated as withdrawals, and no refunds will be issued.

For students admitted to a mid-year or non-September intake, the applicable cancellation deadline is calculated from the published start date of the student's individual program or intake, not from the September academic calendar.

Valid Notice

- Cancellation requests must be submitted in writing by email or letter.
 - Verbal or informal notice does not constitute valid notice.
 - The effective date of cancellation is the date written notice is received by the Academy.
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Suspension, Dismissal, or Removal

No refunds will be issued if a student is:

- Suspended
- Dismissed
- Removed from residence
- Required to withdraw

This includes removals related to:

- Behavioural misconduct
- Academic misconduct or dishonesty

- Breach of school or residence policies
- Safety concerns
- Provision of false, misleading, or incomplete information during admissions

Dismissal or removal does not release families from outstanding financial obligations.

Visa Refusal (Limited Exception)

A refund will be issued only in the event of a confirmed Canadian study permit refusal and only if all of the following conditions are met:

1. An official visa refusal letter issued by the Government of Canada is provided
2. Documentation is submitted showing good-faith efforts to address the refusal reasons
3. A written refund request is submitted within 30 calendar days of the visa refusal date
4. The student has not commenced attendance or accessed school services

For clarity, *commenced attendance or accessed school services* includes, but is not limited to:

- Orientation or onboarding activities
- Residence occupancy
- Class attendance
- Participation in academic or extracurricular programs
- Use of school facilities or services

Refunds are not issued for visa processing delays, late applications, or visas later withdrawn due to applicant non-compliance.

Where all conditions of the Visa Refusal Policy are met, all tuition, fees, and deposits paid will be refunded in full, and no portion will be retained by the Academy.

Program Fees and Specialized Activities

Fees paid for specialized academic, athletic, or enrichment programs are non-refundable.

This includes, but is not limited to:

- Sports academies
- Training programs
- Camps
- Competitive teams
- External coaching or facility use

No refunds will be provided if a student withdraws from, is removed from, or is unable to participate in a program due to injury, illness, academic standing, behavioural issues, or personal circumstances.

Force Majeure and Service Disruption

In circumstances beyond the Academy's reasonable control — including pandemics, natural disasters, public health emergencies, government restrictions, labour disruptions, war, terrorism, or utility failures — Fort Erie International Academy may modify or adapt service delivery.

This may include remote or hybrid learning, adjusted schedules, or modified residence arrangements.

Such circumstances do not entitle families to refunds or fee reductions. Tuition and fees remain payable and non-refundable.

Outstanding Balances and Refund Processing

- Refunds, where applicable, will not be processed if a student account has an outstanding balance.
 - Approved refunds will first be applied to outstanding charges.
 - Refunds are processed only after all school property has been returned and all obligations satisfied.
 - Administrative processing timelines apply.
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Policy Authority

This annex reflects Fort Erie International Academy's official Tuition, Fees, Refunds, and Withdrawal Policy.

The Registration Agreement incorporates this policy by reference. In the event of any inconsistency, the Academy's internal policy governs. The Academy reserves the right to interpret and apply this policy. All decisions are final.

Annex B

Extract for Registration Agreement

Refund Policy

All tuition, fees, deposits, and payments made to Fort Erie International Academy are **non-refundable**, except as expressly outlined in this Agreement. This includes, but is not limited to, circumstances involving voluntary withdrawal, academic difficulty, behavioural or disciplinary action, medical or personal reasons, financial changes, injury, dissatisfaction with programming, or any other situation resulting in a student leaving the school.

No refunds will be issued in cases of suspension or dismissal for academic, behavioural, disciplinary, or policy-related reasons, including dismissal resulting from falsified, misleading, or incomplete admissions information.

Fees paid toward specific academic, athletic, or enrichment programs are also non-refundable, including in cases of injury, withdrawal, or removal from the program for academic, behavioural, or personal reasons.

Tuition, fees, deposits, withdrawals, and refunds are governed by Fort Erie International Academy's Tuition, Fees, Refunds, and Withdrawal Policy, which forms part of this Agreement and is incorporated by reference. The full policy is available at: <https://www.feia.ca/refund>

Visa Refusal Clause

In the event of a Canadian study permit refusal, a full refund will be issued only if all of the following conditions are met:

1. The family submits an official visa refusal letter issued by the Canadian government
2. Documentation is provided demonstrating good-faith efforts to address the concerns identified in the refusal
3. A written refund request is submitted within 30 days of the visa refusal

Failure to meet any of the above conditions voids eligibility for a refund.

Refund eligibility under this clause applies only where the student has not commenced attendance or accessed school services.

Force Majeure and Program Continuity

Fort Erie International Academy shall not be held liable for any failure or delay in providing educational or boarding services due to circumstances beyond its reasonable control, including but not limited to pandemics, natural disasters, labour disputes, utility failures, war or terrorism, public health emergencies, government restrictions, or similar events.

In such circumstances, FEIA may implement remote, alternative, or modified delivery of services without obligation to refund tuition or fees. Tuition and fees remain payable and non-refundable in all force majeure situations.

Program and Operational Changes

Fort Erie International Academy reserves the right to make reasonable changes to programs, course offerings, schedules, facilities, staffing, residence arrangements, or services as required for operational, safety, regulatory, or educational reasons. Such changes do not constitute grounds for refund or fee reduction.

Late or Delinquent Payments

All tuition and fees must be paid in full by the deadlines outlined in the payment schedule. Failure to meet payment obligations may result in consequences including, but not limited to:

- Late fees and interest charges
- Restriction from extracurricular or athletic participation
- Suspension of academic access or class attendance
- Withholding of report cards, transcripts, and credentials
- Removal from residence
- Withdrawal from the school

Accounts with overdue balances will accrue interest at an annual rate of 9%, calculated monthly on outstanding balances, subject to the maximum rate permitted by law. FEIA reserves the right to apply administrative, collection, or legal recovery fees to delinquent accounts.

Withdrawals and Cancellations

Once an offer of admission has been accepted and the tuition deposit submitted, the family is financially responsible for the full academic year's tuition and fees.

Withdrawals at any time—before or after the academic year begins—do not qualify for refunds or fee reductions. All paid and outstanding fees remain due.

Cancellation provisions vary by enrollment category, as outlined below.

International Students

- For the purposes of this Agreement, International Students are students who require a Canadian study permit and/or custodianship arrangements.
- International student enrollments are non-cancellable once the tuition deposit has been paid.
- Written notice of cancellation by an international student, regardless of timing, is treated as a withdrawal.
- No refunds will be issued except as expressly provided under the Visa Refusal Clause.

Domestic Students (Canada)

- For the purposes of this Agreement, Domestic Students are Canadian citizens or permanent residents who do not require a study permit.
- Cancellations received in writing at least 90 calendar days prior to the published start date will result in a refund of prepaid fees, excluding the non-refundable tuition deposit.
- Cancellations received fewer than 90 calendar days prior to the start date are treated as withdrawals, and no refunds will be issued.