

# POLICIES

QUOTE REQUEST

PLACEMENT TEST

 English



## Refund Policy - General Guidelines

- 1.- To apply for a refund, a written refund request stating the reason(s) for the request must be received by ATPAL Languages
  - 2.- Request for a refund may be sent to us by letter, fax or email. Oral requests are not accepted
  - 3.- Requests for a refund are processed 15 to 20 business days from the date refund request was received in our office
  - 4.- If a Visa for entry to Canada is refused, refund request must be accompanied by a copy of the refusal letter issued by the Canadian Embassy
  - 5.- If a letter of acceptance has been issued by ATPAL Languages, the refund request must be accompanied by the original acceptance letter
  - 6.- Refunds are paid:
    - a.- by bank transfer to the account from which original payment was received, in CAD\$; banking fees and commissions will be deducted
    - b.- to the credit card account from which original payment was received, in CAD\$; banking fees and commissions will be deducted
    - c.- by check in CAD\$ if fees have been paid cash
    - d.- refunds will not be paid cash
- 6.1.- ATPAL Languages will refund all tuition, accommodation and medical insurance fees, books and airport transfer paid in advance minus a \$200 cancellation fee if refund request is received 15 business days or more prior to scheduled start date
  - 6.2.- ATPAL Languages will refund all tuition, medical insurance fees, books and airport transfer paid in advance minus a \$300 cancellation fee if refund request is received less than 15 days prior to scheduled start date. First month of accommodation is not refundable
  - 6.3.- ATPAL Languages will refund 50% of books and tuition fees paid in advance if refund request is received up to five business days after scheduled start date. Registration, medical insurance fee, Airport-Montreal transfer fee and first month of accommodation will not be refunded
  - 6.4.- ATPAL Languages will refund 25% of books and tuition paid in advance if refund request is received between six and ten business days after scheduled start date. Registration, medical insurance fee, Airport-Montreal-Airport transfer fess and first month of accommodation will not be refunded
  - 6.5.- Refund requests received by ATPAL Languages more than ten business days after scheduled start date will not be processed
  - 6.6.- The following are not refundable
    - a.- Course Registration Fee: \$ 150
    - b.- Accommodation Placement Fee (if applicable): \$ 200
    - c.- Letter of Acceptance Fee: \$80/each (if applicable)
    - d.- Courier/mail fees (if any)
    - e.- Credit card and banking fees and/or commissions

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PLACEMENT TEST (if already provided)

 English





**POLICIES:**

- ATPAL SYSTEM • POLICIES • PROBLEM RESOLUTION PROCEDURE • COVID-19

**DOWNLOADS:**

- BROCHURE • BROCHURE SPANISH •
- BROCHURE CAMP SUMMER • BROCHURE CAMP WINTER •
- REGISTRATION FORM • REGISTRATION FORM SPANISH • REGISTRATION FORM FRENCH • PAYMENT FORM \$CAD •



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