



Withdrawal and Tuition Refund Policy

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Administration and Finance Department
Applies To	Prospective, current, and former international students enrolled in or applying to ICEAP programs
Availability	Website, Student Handbook, student contracts and enrollment packages, and ICEAP Administrative Office

1. Policy Statement

ICEAP is committed to maintaining a transparent, fair, and student-centered refund process that protects the rights of prospective, current, and former international students while also reflecting the special nature of international student admission, study permit documentation, pathway-based study planning, and institutional program planning.

This Withdrawal and Tuition Refund Policy explain refund eligibility, withdrawal procedures, documentation requirements, review processes, processing timelines, financial record retention, and administrative responsibilities. Students receive access to this policy before enrollment and signing contracts so that they can make informed financial decisions.

2. Student Contract and Pre-Enrollment Disclosure

ICEAP includes this Withdrawal and Tuition Refund Policy within student contracts and enrollment documentation. By signing the student contract, students acknowledge that they have reviewed and understood the Refund Policy, tuition deposit rules, non-refundable fees, and related financial obligations before enrollment.

ICEAP will make reasonable efforts to ensure that students and authorized representatives understand the refund policy before fees are collected.

3. International Pathway Deposit Principles

ICEAP primarily serves international students who use English academic preparation and pathway studies as part of a broader Canadian education plan. In this context, a tuition deposit is not only payment for future classroom instruction. It also supports seat reservation, student file creation,

admission documentation, study permit preparation, academic level planning, class capacity planning, and pathway advising.

For international students, tuition deposits, Letters of Acceptance, payment records, and related documents may be used as part of the student's study permit application and may demonstrate the student's financial commitment to the stated study plan. ICEAP therefore maintains refund rules that protect student interests while supporting genuine study intent, responsible admission practices, and the integrity of the international student pathway process.

4. Withdrawal Procedures

Students wishing to withdraw from a program must submit written notification to the ICEAP Administration Office. Written requests may be submitted by email or registered mail. Students are advised to retain copies of all communications and support documentation related to refund requests.

A withdrawal request must include:

- Student full name and student number;
- Program name;
- Reason for withdrawal;
- Effective withdrawal date;
- Supporting documentation where applicable.

Withdrawal requests and all related communications will be documented and retained within the student's financial and administrative file for compliance and audit purposes.

5. Refund Eligibility Categories

Refund eligibility may apply under the following circumstances:

- Study permit refusal, where an official refusal letter issued by Immigration, Refugees and Citizenship Canada (IRCC) is provided;
- Program cancellation by ICEAP;
- Eligible unused tuition deposit remaining after the student has completed the planned ICEAP study, where applicable under the student contract;
- Exceptional circumstances reviewed and approved by ICEAP Administration.

Applicable registration fees, administrative fees, insurance fees, housing placement fees, courier fees, third-party charges, and other charges already incurred may be non-refundable where disclosed within the student contract, invoice, enrollment materials, or institutional policies.

6. Withdrawal Before Program Start Date

A student may submit a written withdrawal request before the official program start date. ICEAP will review the request based on the student's status, supporting documents, services already provided, institutional commitments already made, and the terms of the student contract.

Where a student withdraws before the start date and before a study permit decision has been issued, ICEAP may review the request as an exceptional circumstance. Refund eligibility is not automatic and will depend on the documentation provided, timing of the request, services already provided, and non-refundable charges disclosed to the student.

Where a student withdraws before the start date after a study permit has been approved, tuition deposits are generally non-refundable, unless ICEAP cancels the program or ICEAP Administration approves an exceptional circumstance. This approach reflects the role of the tuition deposit in supporting the student's study permit documentation, seat reservation, pathway study plan, and institutional planning.

7. Withdrawal After Program Commencement

Where a student withdraws after commencing studies, tuition deposits and tuition fees for the enrolled study period are generally non-refundable, except where ICEAP Administration approves an exceptional circumstance or where the student contract expressly provides otherwise.

ICEAP may consider limited refund requests on a case-by-case basis where serious, documented, and exceptional circumstances prevent the student from continuing studies. Such review may consider actual instructional hours completed, services already provided, institutional commitments, non-refundable charges, and any applicable contractual obligations.

A student's decision to change their study plan, transfer to another institution, discontinue studies, or leave Canada after study permit approval does not automatically create refund eligibility.

8. Study Permit Refusal

International students who are unable to obtain a Canadian study permit may request a refund by submitting:

- Official IRCC study permit refusal letter;
- Completed refund request form or written refund request;
- Copy of the ICEAP Letter of Acceptance;
- Proof of payment;
- Any other supporting documentation reasonably required by ICEAP to verify the request.

Upon verification of complete documentation, eligible students may receive a refund of tuition fees paid, less any applicable non-refundable administrative fees, third-party charges, and charges disclosed within the student contract or institutional policies.

9. Program Cancellation by ICEAP

If ICEAP cancels a program before the student begins studies and does not provide a reasonable alternative program option accepted by the student, the student may be eligible for a refund of tuition paid for the cancelled program, less any non-refundable third-party charges already incurred where applicable and disclosed.

10. Completion of Planned ICEAP Study and Eligible Remaining Deposit

Where a student completes the planned ICEAP study and has eligible unused tuition deposit remaining under the student contract, ICEAP may refund the remaining eligible tuition deposit after verifying the student's academic completion status, financial account, services provided, and applicable contractual obligations.

11. Exceptional Circumstances

ICEAP may review refund requests based on exceptional circumstances. Exceptional circumstances may include serious documented medical reasons, family emergency, documented administrative error, or other circumstances that ICEAP Administration determines to be serious, unusual, and beyond the student's reasonable control.

Exceptional circumstance review does not guarantee a refund. ICEAP will assess each request fairly and consistently based on documentation, timing, services already provided, fees already incurred, and the student contract.

12. Refund Calculation

Where a refund is approved, refund calculations may consider:

- Tuition paid and the study period covered by the payment;
- Instructional hours, program access, advice, placement, documentation, and services already provided;
- Seat reservation and institutional planning commitments;
- Non-refundable administrative fees and third-party charges;
- Insurance, housing placement, courier, banking, and service fees already incurred;
- Applicable student contract terms and institutional policies.

All refund calculations will be documented internally by the Finance Department.

13. Refund Processing Procedures

Refund requests are reviewed by authorized ICEAP Administrative and Finance staff members. Once complete documentation is received:

- Refund eligibility is reviewed and approved internally;
- Financial calculations are verified;
- Refund processing dates are documented;
- Students receive written confirmation regarding the refund decision.

Refunds will be issued in Canadian dollars using the original payment method whenever reasonably possible. Where refunding the original payment method is not possible, ICEAP may request additional documentation to verify the refund recipient and payment method.

14. Refund Timelines

ICEAP aims to process eligible refund requests within thirty (30) business days following receipt of complete documentation and administrative approval.

Students are informed of expected processing timelines during the refund review process. Internal payment processing dates and financial approvals are maintained for institutional recordkeeping and audit purposes.

15. Financial Documentation and Record Retention

ICEAP maintains accurate and secure financial documentation related to student payments, withdrawals, and refunds. Students may receive applicable refund receipts, invoices, payment confirmations, and financial records.

Refund requests, supporting documents, communications, approvals, payment records, and calculation records are securely retained within student financial files in accordance with institutional record retention procedures and applicable compliance requirements.

16. Administrative and Finance Oversight

ICEAP Administrative and Finance staff periodically review refund procedures to support consistency with Ontario Ministry expectations, institutional policies, student contract terms, and compliance requirements.

Staff responsible for student financial processing receive internal guidance regarding refund eligibility assessments, documentation requirements, financial processing procedures, record retention expectations, and student communication standards.

17. Policy Accessibility and Publication

This Withdrawal and Tuition Refund Policy are available through:

- ICEAP official website;
- ICEAP Student Handbook;
- Student contracts and enrollment packages;
- ICEAP Administrative Office.

Students receive access to the Refund Policy prior to enrollment and contract signing to ensure transparency and informed decision-making.

18. Supporting Documentation for Compliance Review

ICEAP maintains and may provide the following supporting documentation for compliance review purposes:

- Student contracts;
- Refund request forms;

- Refund receipts and invoices;
- Payment records;
- Financial tracking records;
- Website policy publication records;
- ICEAP Student Handbook;
- Internal refund approval records.