

Topkaya Enterprise Ltd. O/A Topstone Career College Fee Refund Policy

This document outlines Topstone Career College's fee refund policy as prescribed under the Ontario Career Colleges Act 2005, s. 25 to 33 O.Reg. 415/06.

Full Refunds

In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing your training with Topstone Career College:

- the college, while still operating, discontinues the program before you can complete the program
- the college collects any fees for the program before the college is registered or before the program is
 - approved under the Ontario Career Colleges Act, 2005
- the college collects more than \$500 in fees before entering a contract with the student for the vocational program
- you are expelled from the college in a manner or for reasons that are not permitted under the college's expulsion policy
- a total of more than 10% of the program is taught by unqualified instructors
- the contract is rendered void

If Topstone Career College charges or collects any compulsory fee that is not published on the Service Ontario website or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not approved by the Superintendent of Ontario Career Colleges.

In addition, you also may seek a full refund if Topstone Career College or its representative makes certain types of untrue statements to convince you to enroll in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include a false or misleading statement, a statement that guarantees admission to or successful completion of the program, employment after graduation or the right to enter Canada or receive a student visa.

In the above cases, the refund will be issued within 30 days of your notice to withdraw. If you do not request a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to claim a refund.

Cooling Off Period

You can cancel a contract within two days of signing it if you deliver a written notice to Topstone Career College. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

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Partial Refund Before a Program Begins

You are entitled to a partial refund of fees paid for a program if:

- you provide notice to withdraw from the program before it begins, in this case, the refund will be issued within 30 days of your notice to withdraw
- you do not meet the program's admission requirements before the program begins, in this case, the refund will be issued within 30 days from the program start date.
- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes, in this case, the refund will be issued within 45 days from the program start date. Topstone Career College will provide the student with written notice of the cancellation of the contract within 45 days of the program start date.

The amount of a refund under this subsection shall be an amount that is equal to the full amount paid by the student for the vocational program, less an amount equal to the lesser of 20% of the full amount of the fees and \$500.

Partial Refund After a Program Begins

If you withdraw or are expelled from the vocational program within the first half of the program, the amount of the refund that Topstone Career College shall provide you shall be equal to the full amount of the fees paid in respect of the program less:

- an amount that is equal to the lesser of 20 percent of the full amount of the fees in respect of the program and \$500;
- and a portion of the fees in respect of the program that is proportional to the number of hours of instruction that have elapsed at the time of the withdrawal or expulsion. (*O. Reg. 415/06, s. 29 (3)*)

If you withdraw or are expelled from the vocational program after the first half of the program, Topstone Career College is not required to provide a refund.

Retention of Refund

Topstone Career College shall not retain, by way of deduction or set-off, any refund of fees payable to a student under this policy to recover an amount owed by the student in respect of any service or program other than a vocational program offered by Topstone Career College.

Books and Equipment

In calculating a refund under this policy, Topstone Career College will retain the retail cost of books or equipment that was supplied to the student if the student,

- fails to return the books or equipment to Topstone Career College within 10 days of the student's withdrawal or expulsion from the program
- returns the books or equipment to Topstone Career College within 10 days referred to above but fails to return it unopened or in the same state it was in when supplied

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Refund for International Students

A notice to Topstone Career College that is provided by or on behalf of an international student or of a prospective international student and that states that the student has not been issued a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada) is deemed to be:

- notice of a rescission of the contract, as identified in the cooling-off period
- if the notice is given within two days of receiving a copy of the contract

Currency

Any refunds will be issued in Canadian dollars.