

Procedures:	Tuition Refund
Associated Policy:	Tuition Refund
Procedure Holder:	Office of the Registrar
Executive Lead:	Office of the Registrar
Original Date:	October 1990
Last Revised:	October 2021
Next Review:	October 2023

1. Purpose and Background

These procedures outline how YukonU issues tuition refunds to students to ensure a consistent and clear process.

2. Guiding Principles

YukonU values a positive financial relationship between the university and students. The following guiding principles were used in the development of this policy.

- Tuition refunds are accessible to all students in a fair and equitable manner; and
- Tuition refunds are processed in a timely manner.

3. Definitions

- **Tuition:** A sum of money charged for instruction by the university.
- **Tuition Deposit:** A sum of money paid by the student and held by the university to cover a portion of tuition that has not yet come due.
- **Refund:** A sum of money given back.

4. Procedures

- Refunds are considered once a request form has been submitted by the student to the Office of the Registrar.
- For new international students, to receive a tuition deposit refund, written verification must be provided to the university, prior to the start of the term. The request must be accompanied by a copy of the letter of rejection from IRCC.

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Next Review:	October 2023	Revised:
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Page 1 of 3		Revised:

- The final amount refunded, will be reduced by a processing fee, and any other applicable charges such as courier fees or bank processing charges. Any debts owed to the University will be deducted from the amount to be refunded.
- Refunds will be made through the same method the payment was received, except in the instance of cash payments where the refund will be made by cheque or wire payment.
- Refunds of cash payments from international students are typically made by bank wire.
- Refunds are not immediate. Refund cheques are mailed on a two-week cycle and are processed following the date the official withdrawal is acknowledged by the university.
- Refunds will be issued directly to the student, except in the case of a third-party authorized invoicing by purchase order, sponsor letter or award, in which case the sponsor will be credited.

5. Exceptions to the Procedures

Exceptions to the refund schedule are through the academic withdrawal regulation (2.10) in the Academic Regulations and Procedures.

6. Problem Solving

Any questions arising out of the content or communication of this policy or disputes arising from a decision made because of applying this policy should be first reported to VP Academic and Provost, who will endeavor to find a resolution with all stakeholders. Failing such a resolution, the matter should be reported to the President.

7. Forms

Found on the university website and the Office of the Registrar internal forms page.

- Course Change form
- Request for Refund form

8. Document History

Include all updates here, including housekeeping changes, beginning with formal approval.

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Page 2 of 3		Revised:

<i>Date</i>	<i>Update</i>
October 2021	Approval from Senior Team