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## REGISTRATION AND PAYMENT PROCEDURES

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### Registration

You may access the registration form on the website of École Québec Monde (ÉQM). You can either complete the [online registration](#) or send the printed PDF form duly completed by mail, email or fax. Once we received your registration, we will prepare your invoice and send it to you. The registration serves as a contract.

### Confirmation

Upon reception of your invoice, you will need to pay the registration fee and, if applicable, the accommodation placement fee as well as 20% of the tuition fee in order to

confirm your registration. If you need a visa to enter Canada, ÉQM will send you a *Letter of Acceptance* as soon as we receive the payment of the registration fee and, if applicable, the accommodation placement fee.

### Final Payment Due

After the first payment is made, the remainder of the sum due must be paid, in a single payment or in monthly instalments, no later than 14 days before the start of the course specified in the contract. Please wait for the official invoice before sending us a payment.

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## CANCELLATION AND REFUND CONDITIONS

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**Please note that the following fees are NON-REFUNDABLE:**

- **Registration Fee**
- **Accommodation Placement Fee**

### Cancellation Policy before Program Start Date

**Visa denial:** When a visa is denied, tuition fee is refunded only if ÉQM receives a cancellation request in writing and the letter received from Citizenship and Immigration Canada.

**More than 30 days:** If a written notice of withdrawal is received by ÉQM more than 30 days before the start of the course specified in the contract, ÉQM will retain a cancellation fee of 10 % of total tuition due under the contract to a maximum of \$1000.

**Between 0 to 30 days:** If a written notice of withdrawal is received by ÉQM between 0 and 30 days before the start of the course specified in the contract, ÉQM will retain a cancellation fee of 25 % of total tuition due under the contract to a maximum of \$1500.

### Cancellation Policy after the Start Date

If the registration is canceled on arrival or after the start of the course, tuition fee is reimbursed based on the percentage of completion of the total study period specified in the contract at the time of receipt, in writing, of the cancellation request.

**Between 0 to 10%:** If the notice of withdrawal is received by ÉQM within the first 10% of the total study period or if a student does not show up on their scheduled start date, ÉQM will retain a cancellation

fee of 30% of the tuition due under the contract.

**More than 10% to 30%:** If the notice of withdrawal is received by ÉQM when more than 10% up to 30% of the total study period has elapsed, ÉQM will retain a cancellation fee of 50% of the tuition due under the contract.

**More than 30%:** If the notice of withdrawal is received by ÉQM when more than 30% of the total study period has elapsed, no refund is granted and no credit will be given for the remaining amount.

### Cancellation Policy of Home Stay Program

**All home stay cancellations or withdrawals are subject to a \$200 Cancellation Fee.**

**Prior to Arrival:** If the written notice of cancellation or withdrawal from the home stay program is received by ÉQM before the start date of the program specified in the contract, a full refund will be given save for the cancellation fee.

**Between 0 to 30%:** If the written notice of withdrawal from the home stay program is received by ÉQM within the first 30% of the total accommodation period, ÉQM will refund the unused portion minus 1 week of home stay fee and the cancellation fee of \$200.

**More than 30%:** If the written notice of withdrawal from the home stay program is received by ÉQM when more than 30% of the total accommodation period has elapsed, ÉQM will refund the unused portion minus 2 weeks of home stay fee and the cancellation fee of \$200.

**All registrations longer than 26 weeks require both Canadian Student Visa and Quebec Acceptance Certificate (CAQ).**

**IN CASE OF DISCREPANCIES, THE INFORMATION ON OUR WEBSITE IS MOST CURRENT AND SHALL PREVAIL.**