



## Cancellation and Refund Policy

### Cancellation by ESU or Queen's University

The ESU reserves the right to cancel any courses prior to the opening of the registration period. In the event that a course is cancelled, ESU will endeavour to replace the course with one similar in nature.

If ESU must cancel a course after registration has opened and students have registered for it, every effort will be made to reallocate a student's enrolment to another course requested by the student.

If ESU is unable to place a student in any of her/his preferred courses, the student will be contacted by ESU with other options for courses with space available. If a student is not placed in a course, a full refund will be offered.

### Force Majeure

If ESU or Queen's University is prevented, due to forces beyond its control, from providing the advertised facilities and/or services, you agree that you will hold ESU and Queen's University harmless from any liability financial or otherwise.

Force Majeure will be exercised in, but not limited to the follow circumstances:

Construction activities; acts of terrorism; strikes; labour disputes, including boycotts; acts of God; government restrictions; judicial orders; fire or other casualties; civil unrest; loss of a utility; emergencies or causes beyond its reasonable control which would make it illegal or impossible to provide the proper facilities and/or services to run the program.

### Withdrawal by Student

Any withdrawals must be made in writing (by e-mail) as far in advance as possible.

*May Programs:* If a student withdraws from a May program for any reason, a full refund will be offered up to **March 31, 2017**. If a student withdraws between March 31 – April 12, 2017, the student will be refunded 50% of the amount paid.

*July Programs:* If a student withdraws from a July program for any reason, a full refund will be offered up to **June 2, 2017**. If a student withdraws between June 2- June 16, 2017, the student will be refunded 50% of the amount paid.

*August Programs:* If a student withdraws from an August program for any reason, a full refund will be offered up to **July 7, 2017**. If a student withdraws between July 7 - July 21, 2017, the student will be refunded 50% of the amount paid.

In the case of a medical emergency or compassionate reason, the student will be refunded the full amount less a \$50 administration fee. Supporting documentation is required for refunds for all medical and compassionate reasons.

No refund will be issued 14 business days before the start of the program.

### Late Registration

Late registrations will only be accepted if enrolment has not yet reached its maximum. Applicants who are accepted as late registrants will be required to choose a course that has space available.

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