



ESU

enrichment studies unit

EST. 1987



Queen's
UNIVERSITY

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.

P.A. Day Programs: If a student withdraws from a P.A. Day program for any reason, refunds only possible one month prior to each date.

May Programs: If a student withdraws from a May program for any reason, a full refund will be offered up to **March 30, 2018**. If a student withdraws between March 30 – April 13, 2018, 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 1, 2018**. If a student withdraws between June 1- June 15, 2018, 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 6, 2018**. If a student withdraws between July 6 - July 20, 2018, 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.

Revised: September 14, 2017