Cancellation & 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 endeavor 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 following circumstances:

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

Spring On-Campus Programs: If a student withdraws from a Spring program for any reason, a full refund minus a $100 Administration Fee will be offered up to April 2, 2021. No refund will be issued after April 2, 2021.

Summer On-Campus Programs: If a student withdraws from a Summer program for any reason, a full refund minus a $100 Administration Fee will be offered up to July 9, 2021. No refund will be issued after July 9, 2021.

Online Programs: If a student withdraws from an Online program for any reason, a full refund minus a $50 Administration Fee will be offered up to 10 days before registration closes for each session (e.g. Oct sessions refund deadline October 11). No refund will be issued after 10 days before the registration closes for the online session.

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