

## COVID-19 Interim International Withdrawal/Refund Guidelines and Procedures

**These guidelines and procedures are in effect from September 1, 2021 to August 31, 2022.**

This document was developed in response to the COVID-19 pandemic to specifically address circumstances and situations that International applicants and students may encounter resulting from the study permit application process. Before you apply for a withdrawal/refund, it is important that you review this document carefully.

### How to Apply for Withdrawal and Refund

If you want to apply for a refund, you must complete and submit an [International Student Withdrawal Form](#). The Withdrawal Form must be filled in completely to ensure that the refund is processed. You must submit your withdrawal request by the stipulated deadline in order to be eligible for a fee refund. You can submit your forms and documentation by e-mail to [records@flemingcollege.ca](mailto:records@flemingcollege.ca)

### Registered student in the Fall 2021 term

Please follow these steps if you were a registered student in the Fall 2021 term based on having received a Study Permit Application Confirmation (SPAC) or an Approval in Principle (AIP), and have received a **Visa Denial on or before December 17, 2021:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to [records@flemingcollege.ca](mailto:records@flemingcollege.ca).
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Fall 2021 and Winter 2022, if any, minus a \$200 administrative charge.
- You will be withdrawn from the Fall 2021 term and all Fall 2021 courses will receive a final grade of 'W'. You must notify the college within 5 days of receiving your Visa Denial.

Please follow these steps if you were a registered student in the Fall 2021 term based on having received a Study Permit Application Confirmation (SPAC) or an Approval in Principle (AIP), and have received a **Visa Denial after December 17, 2021 and before May 1, 2022:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to [records@flemingcollege.ca](mailto:records@flemingcollege.ca).
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Winter 2021 term and Spring 2022 term, if paid, minus a \$200 administrative charge.
- You will not receive a refund for the Fall 2021 term. You will be withdrawn from the Winter 2022 term. You must notify the college within 5 days of receiving your Visa Denial.

## Student or applicant for the Winter 2022 term

Please follow these steps if you are a new student or applicant for the Winter 2022 term and have received a **Visa Denial prior to the start of the Winter 2022 term (January 10, 2022):**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Winter 2022 and Spring 2022 if paid, minus a \$200 administrative charge. You will not receive a refund for the Fall 2021 term. You must notify the college within 5 days of receiving your Visa Denial.

Please follow these steps if you are a new student or applicant for the Winter 2022 term and have received a **Visa Denial after the start of the Winter 2022 term (January 10, 2022) and before May 1, 2022:**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Winter 2022 term and Spring 2022 term, if paid, minus a \$200 administrative charge. You will not receive a refund for the Fall 2021 term. You must notify the college within 5 days of receiving your Visa Denial.

Please follow these steps if you are a new student or applicant in Winter 2022 term and have received a **Visa Denial after April 30, 2022 and before the start of the Spring term (May 9, 2022):**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Spring 2022 term, if paid, minus a \$200 administrative charge. You will not receive a refund for the Winter 2022 term. You must notify the college within 5 days of receiving your Visa Denial.

## New student or applicant for the Spring 2022 term

Please follow these steps if you are a new student or applicant for the Spring 2022 term and have received a **Visa Denial after May 9, 2022 and before August 12, 2022:**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Spring 2022 term, minus a \$200 administrative charge. You must notify the college within 5 days of receiving your Visa Denial.

## Withdraw for any reason other than a Visa Denial

If you choose to withdraw from the college for any reason other than a Visa Denial, please follow these steps:

Within the first 10 school days of the term:

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid, minus a \$2,300 administrative charge.

After the first 10 school days of the term:

- Submit a completed Fleming College International Student Withdrawal Form by email to [records@flemingcollege.ca](mailto:records@flemingcollege.ca)
- Upon receipt of all documentation, your withdrawal application will be processed. You will not receive a refund for the current term, but will receive a refund, minus a \$2,300 administrative charge for any future terms that you have paid.

### IMPORTANT INFORMATION

**Once you have completed a term of study, you will not receive a refund for that term if you receive a Visa Denial at any point in the future.**

Your fee refund will be issued in the same manner as the original method of payment regardless of the reason for your withdrawal and to the same person/account who made the initial payment. Example: If you paid via wire transfer, your refund will be issued by wire transfer back to the same account/account holder as the originating payment. Please ensure that you complete the appropriate form for the method of refund.

The student is responsible to ensure that the Office of the Registrar receives all documentation. Failure to do so may delay processing of your withdrawal request submission. You must notify the college within 5 days of receiving your Visa Denial. We will begin processing refunds after the close of the registration period for each term. It can take 4 to 6 weeks to process a refund after this time.

Failure to officially withdraw will negatively reflect on your records.

If you have not received your refund within 60 days once all steps for a refund have been completed and documentation has been submitted, please contact [internationaladmissions@flemingcollege.ca](mailto:internationaladmissions@flemingcollege.ca)