

### **3.9 Refund Policy**

#### **Policy Context:**

GHLS recognizes that circumstances change, and people may choose or need to reconsider their decision to register for German classes with the School. At the same time, GHLS makes decisions on staffing and facilities and incurs costs based on students' registrations. This policy is intended to provide guidance and clarity on the criteria and timelines for refunds.

#### **Policy Scope:**

This Refund Policy applies to all students and parents/guardians.

#### **Policy Directives:**

- Refunds will only be issued on provision of a written withdrawal notice sent to the Principal. Notification of withdrawal must be in writing advising GHLS of the student's name, class, and reason for withdrawal.
- The official date of withdrawal is effective upon receipt of written notice.
- GHLS will issue a refund for each class in which the student is registered, in accordance with the following refund policy:
  - a) Following the first week of each term of classes, full refund.
  - b) Following the second week of each term of classes, full refund less the fee of two classes.
  - c) Following the third week of each term of classes there will be no refunds, however, in the case of illness or extenuating circumstances, a partial credit may be applied toward future classes.
- A \$5.00 administration fee is applicable to process refunds.