

## **Cancellation and Refund Policy**

### **Cancellation by Connections or Queen's University:**

- Connections reserves the right to cancel any courses prior to the opening of the registration period. In the event that a course is cancelled, Connections will endeavour to replace the course with one similar in nature.
- If Connections 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 Connections is unable to place a student in any of her/his preferred courses, a full refund will be offered.

### **Force Majeure**

- If Connections 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 Connections 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.
- July Programs: If a student withdraws from a July program for any reason, a full refund will be offered up to June 1, 2024. If a student withdraws between June 1- June 15, 2024, 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 1, 2024. If a student withdraws between July 1 - July 15, 2024, 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 \$75 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.