

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, the student will be contacted 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 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.
- All refunds are subject to a **\$75 Administration Fee**
- July Programs: If a student withdraws from a July program for any reason, a full refund minus Administration Fee will be offered up to May 31, 2019. If a student withdraws between May 31 - June 15, 2019, the student will be refunded 50% of the amount paid. No refund will be issued after June 15.
- August Programs: If a student withdraws from an August program for any reason, a full refund minus the Administration Fee will be offered up to July 5, 2019. If a student withdraws between July 6 - July 20, 2019, the student will be refunded 50% of the amount paid. No refund will be issued after July 20, 2019.
- In the case of a medical emergency or compassionate reason, the student will be refunded the full amount less the Administration Fee. Supporting documentation is required for refunds for all medical and compassionate reasons.

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.