

Education Abroad Cancellation Guidelines

If students decide to cancel their participation in an education abroad program after they have applied, they must complete and submit an Education Abroad Cancellation Request to educationabroad@durhamcollege.ca as soon as possible. The decision not to participate after application will have financial implications as outlined below. The date and time of the request received will determine the kind of financial implications students are subject to. Students are strongly encouraged to share the guidelines with those (e.g. family members) who will provide them with financial support throughout their education abroad program.

Cancellation Guidelines for International Summer Program and Faculty-led Classroom Abroad

The International Education Office at Durham College works closely with international partner institutions, travel agencies and suppliers to provide a full array of services. These services frequently require the office to make deposits and other non-refundable financial commitments. If students decide to cancel their participation after they have applied for an International Summer Program or Faculty-led Classroom Abroad, they will be subject to the cancellation process, which applies to all cancellations, regardless of the reason.

1. If a student cancels after applying and prior to the application deadline of the program, the deposit previously made (\$500) is non-refundable.
2. If a student cancels after the application deadline and prior to the due date of the participation fee, the student is responsible for 25% of the overall participation fee, which includes the \$500 deposit previously made. For example, *if the overall participation fee is \$2,000 and the deposit previously made is \$500, by the due date of the participation fee payment, the student is expected to pay \$1,500. In this case, the student will receive \$1,500 as a refund and is responsible for \$500 as a result of cancellation.*
3. If a student cancels after the due date of the participation fee and up to 15 days prior to the start date of the program, the student is responsible for 50% of the overall participation fee.
4. If a student cancels less than 15 days prior to the start date of the program, the student is responsible for 100% of the overall participation fee.
5. If a student withdraws after the program commences, the student is responsible for 100% of the overall participation fee and any associated costs.

Education Abroad Financial Support

If a student who has received a travel bursary/scholarship cancels the participation in an education abroad program (International Summer Programs, Faculty-led Classroom Abroad, Semester Abroad, International Work-integrated Learning) for any reason at any time prior to departure or after the program commences, they must repay all of the travel bursary/scholarship as specified in the [Education Abroad Financial Support](#).

Cancellation Fee Appeal

An appeal will be accepted if a student cancels for extenuating reasons at any time prior to departure or after the program commences. The appeal received will be reviewed by the International Education Office. The student's financial responsibilities described in the previous section may be waived, depending on the final decision made by the International Education Office. The decision will be made based on the reason for the appeal and supporting documentation. Notification of the decision will be sent to the student via email within 4 weeks of appeal submission.

Extenuating reasons include:

1. **Medical:** This can include physical, mental, emotional, etc. and requires documentation from an attending physician.
2. **Illness/Death in the Immediate Family:** This can include family medical emergency such as surgery and severe illness diagnosed; death of an immediate family member such as parents, siblings, spouses, children, common-law partners, and grandparents.
3. **Financial Emergency:** This can include termination of the main source of income, filing of bankruptcy, and other unforeseen financial hardship, and requires appropriate documentation. Financial emergency does not include claims like "did not understand what I was financially responsible for" or "did not receive a travel bursary/scholarship that I was counting on".
4. **Health/Safety Concern with Host Country:** If there is an elevation of a country's risk level on the Government of Canada Travel and Tourism website, an appeal based on the student's expressed concerns will be considered.
5. **Other:** A situation of other must be out of the student's control, and requires documentation detailing the situation, process, and timeline.

Students sign an acknowledgement of understanding of this policy on the related application form which includes a statement that they have read and understand the Education Abroad Cancellation Guidelines.

If a student wishes to appeal the cancellation fee, the student must complete and submit the Education Abroad Cancellation Fee Appeal as well as the appropriate supporting documentation to educationabroad@durhamcollege.ca within 4 weeks of submitting the Education Abroad Cancellation Request.