# WITHDRAWAL / REFUND / TRANSFER POLICY
# 退費 / 退學 / 轉班細則

*Please review the deadlines, fees, and request procedures below before submitting a request.*

**1**

### REFUND / WITHDRAWAL DEADLINE | 退費 / 退學申請期限

For all requests regarding refunds and course withdrawals, please contact wilai@sd38.bc.ca via email to complete the withdrawal process. NOT accept withdrawal and refund request on site.

No refunds will be issued after the course has been in session for 3 days. A 15% processing fee of the course fee will be charged for course withdrawals.

凡有關退費及退課之申請，請透過電子郵件聯絡 wilai@sd38.bc.ca 以完成退課申請手續。課程開課 3 天後，恕不退費。退課將收取課程費用 15% 作為手續費。

**KEY: Within 3 days of course start • 15% processing fee / Requests are not accepted on site.。**

**2**

### NO REFUND | 插班報名後，沒有退費。

Students who enroll after the course has started are not eligible for refunds.

中途插班報名者，報名後不接受申請退費。

**KEY: No refund for late registrations.**

**3**

### ABSENCE / MISBEHAVIOR / LATE REGISTRATION | 缺席 / 行為問題 / 遲報名

No tuition deduction/reimbursement or refund for any absence or misbehavior or late registration.

學生因事或病而請假者，或有行為問題者, 或遲報名者，學費不能扣減或退回。

**KEY: No tuition deduction or refund applies in these circumstances.**

**4**

### BOOK / BOOKLET CHARGES | 課本 / 書冊費用

For withdrawal requests, book/material charges will apply if the student has already received the course materials: $20 for Read/Write Classes; $45 for Conversational Classes. These charges will be deducted from the refund amount, where applicable.

申請退課的同時，如果您已經領取課本，讀寫班需要額外支付 $20 課本費，會話班 $45 課本費。

**KEY: Read/Write booklet: $20 • Conversational class book: $45**

**5**

### TRANSFER REQUEST | 轉班申請

No requests for transfer after 2nd session. A $20 handling fee will be charged for any transfer requests, for rescheduling to another class or other instructors. Please email **wilai@sd38.bc.ca.**

第二節課後不接受轉班，任何變更申請（包括其他上課時間、班級或任教老師）手續費一概 $20 元。

**KEY: TRANSFER FEE: $20 • Deadline: On/Before/ 2nd session**

**REQUEST CONTACTS • Refund / Withdrawal**
**wilai@sd38.bc.ca**

**REQUEST CONTACTS • Transfer**
**wilai@sd38.bc.ca / sleung@sd38.bc.ca**

*Please keep this policy for your records. / 請保留本細則以供查閱。*