



## **TLG Live Fees Refund, Cancellation and Withdrawal Policy**

4.1 Cancellations with reason for withdraw must be send in writing to [canada@thelanguagegallery.com](mailto:canada@thelanguagegallery.com).

4.2 All refunds are made to the original fee payer, using the original method of payment.

4.3 In the event, that an online course is cancelled by The Language Gallery Canada ("TLGC") for any reason, a refund of 100% of the payment, including the application fee (C\$99) will be issued.

4.4 In the event that a student withdraws from a course before the start-date, a refund of 100% of the program fee less the application fee (C\$99) will be issued.

4.5 In the event that a student withdraws from a course within 5 business days of the beginning of the course, the following rule will apply:

- Following our "money-back guarantee" policy, if a student withdraws within 5 business days of the beginning of the course, a refund of 100% of the program fee less the application fee (C\$99) will be issued. This is only applicable for new students.

4.6 In the event that a student withdraws from a course after 5 business days of the beginning of the course have passed, the following rules will apply:

- If written notice of withdrawal is received by TLGC before 30% of the period of instruction has elapsed, a refund of 50% of the unused tuition fees less the application fee (\$99) will be issued.
- If written notice of withdrawal is received by TLGC after 30% of the period of instruction has elapsed, no refund will be issued.

4.7 In the event that a student withdraws from a course while the classes have been paused, points 4.5 and 4.6 of the Cancellation and Refund Policy will apply.