



**CUSTOMIZED PROGRAM – PRIVATE COURSE**  
*AN ALL INCLUSIVE experience in Quebec city!*

**Refund Policy**

**1. Before the language program begins :**

- If College Campus Notre-Dame-de-Foy cancels: total refund (including the deposit).
- 30 days and more before the language program begins: all fees except the deposit.
- 15 to 29 days before the language program begins: 90 % of fees (the deposit is not refunded).
- 0 to 14 days before the language program begins: 50 % of fees (the deposit is not refunded).

**2. During the language program (as of the day the participant arrives) :**

- No refund is given (neither of deposit nor other fees).
- In case of serious illness (a medical certificate is required) or if a death occurs in the participant's immediate family, a refund will be given. This refund will total 50 % of the remaining program days, beginning the day following the participant's departure from the Campus.

**How to obtain a refund**

All requests for a refund must be made in writing; an original signature is required. All necessary formal documents must accompany the request.