



The Canada Homestay Network Society

Refund Policy – Individual Students

This document is an excerpt from CHN's Payment Policies and Procedures.

Please note that the Refund Policy is subject to change without notice. All requests for refund must be made using the Refund Request form and sent to our accounting office at accounts@canadahomestaynetwork.ca.

*Please note, refunds may be subject to additional processing Fees. **CHN is not responsible for covering the cost of any related processing Fees for refund transfers.***

The following CHN Fees are prepaid, and non-refundable (“Standard Service Fees”):

- a. Homestay Registration, Placement and Orientation Fee
- b. Custodianship Registration Fee
- c. Bank, Wire Transfer, and Administration Fees
- d. Medical Insurance
- e. Late Payment Fees

If these Fees are not clearly itemized on the invoice, CHN will apply a Standard Fee of \$1,000 per month for Homestay allowance, \$500 for Homestay Registration, \$250 for Custodianship Registration and \$75 for Bank, Wire Transfer, and Administration Fees.

1. Cancellation prior to Arrival

- i. Individual students who cancel 30 days or more prior to arrival will be refunded all Fees except the Standard Service Fees.
- ii. Individual students who cancel 29 days or less before prior to arrival will be refunded all Fees except the Standard Service Fees and one (1) month's Homestay host allowance. A cancellation Fee of \$250 will also be charged.
- iii. Notwithstanding the 30-day period, if Immigration, Refugees and Citizenship Canada (IRCC) does not approve the student's Visa or Study Permit, students will be given a full refund of all Fees except the Standard Service Fees as listed above. The \$250 cancellation Fee will **not** be charged. To obtain the refund, a copy of the letter of refusal from IRCC is required along with the Refund Request Form.

2. Cancellation After Arrival

- i. Students who withdraw after arrival will not receive a refund for the Standard Service Fees as listed above. Students are welcome to stay with the host throughout the notice periods indicated below.
- ii. **High School students and Minors in other programs must give two FULL calendar months' notice to leave the Homestay program. Refunds will not be given for partial months.** CHN will refund the unused time in Homestay, less two months' Homestay Fees (in lieu of notice) and any applicable Custodianship Fees. A cancellation Fee of \$250 will also be charged. For example: if notice is given on January 20, the two full months' notice would be February and March, and the refund period would begin April 1.
- iii. **College, University, and language school adult students must give at least 30 nights' notice to leave the Homestay program once payment has been received.** If anything less than 30 nights' notice is given, CHN will refund the unused time in Homestay less 30 nights' Homestay Fees. Regardless of notice, a cancellation Fee of \$250 will be charged."
- iv. If a student has applied and paid through a University, College, School or School Board, the School or Institution's cancellation policy will apply.

3. Extensions

- i. **College, University, and language school adult students who pay by the session (only available for selected programs) must pay 3 weeks in advance of the next session to stay in the Homestay program.** If the student does not pay for the next session 3 weeks in advance, CHN will notify the host of the student's expected departure. Payments received less than 3 weeks before the beginning of the next session will be charged a \$150 Late Payment Fee **plus** a re-Registration Fee if the original host is no longer available.

4. Dismissal from the Program

- i. NO REFUND will be granted to a student who is dismissed from the program due to faulty documents, a breach of law, policy, or regulation as determined by the Government of Canada, the Police, Canada Homestay Network, and/or the student's School or School Board.