

Real Institute Transfer, Deferral, Cancellation, Withdrawal and Refund Guidelines

2021-22 Academic Year

Glossary of terms:

- A transfer is the change from one Real Institute program to another.
- A deferral is the change from one term of a Real Institute program to the next available offering.
- A cancellation is a decision not to take part in a Real Institute program a student has enrolled in before it begins, or during the first three days of the program.
- A withdrawal is a decision to end participation in a Real Institute program that is underway.
- A refund is a full or partial return of the Real Institute program fees.

In order to transfer, defer or cancel enrollment in Real Institute programs, or to withdraw, students must inform the Real Institute in writing (by email to realinstitute@ryerson.ca).

Transfers and Deferrals:

The following options are available to students wishing to transfer or defer their Real Institute program:

1. A student may request a transfer from English Boost to the Foundation program up until the English Boost 100% refund deadline.
 - 1.1. Tuition fees will be applied to enrollment in the Foundation program.
 - 1.2. Students transferring programs will be required to pay difference in program fees upon registration
2. A student may request a transfer from the Foundation Program to eBoost up until the Foundation Program 100% refund deadline.
 - 2.1. Tuition fees will be applied to enrollment in the eBoost program. Any remaining tuition payments not applied to the eBoost program will be available as a refund via RAMSS, according to Ryerson's refund policies.
3. A student may defer their term of study in the ESL Foundation Program to a maximum of two times.
 - 3.1. Additional fees may be applicable depending on the request date and reason.
4. A student may defer their term of study in the English Boost Program one time
 - 4.1. Additional fees may be applicable depending on the request date and reason
5. Any subsequent request for a refund will be evaluated in reference to the start date of the new session or program.
6. Students who provide an English proficiency test score that makes them eligible for a different ESL Foundation program may transfer up to one week prior to the start date.
 - 6.1. Students must notify Real Institute staff by the relevant deadline.

- 6.2. A refund will be provided for the difference in program fees.
7. Students who provide an English proficiency test score that makes them eligible for the eBoost Program may do so one week prior to the Foundation Program start date.
 - 7.1. Students must notify Real Institute staff by the relevant deadline
 - 7.2. Students are responsible for the difference in program fees.

Cancellations:

A student may cancel their registration, and will be eligible for a refund as per the refund schedule.
(Please see refund schedules below)

1. Students will receive a full (100%) refund where:
 - 1.1. They cancel at least one week prior to the program start date
 - 1.2. A student's conditional offer of undergraduate admission is rescinded prior to the refund deadline
 - 1.3. A student's Study Permit or Temporary Resident Visa is denied prior to the start of the program
 - 1.4. A student achieves a sufficient result on IELTS, TOEFL, or other acceptable English language proficiency test to allow them to begin undergraduate studies at Ryerson University.
2. Students will receive a 70% refund when they cancel within a week of the program start date, but prior to the end of the third day of the program.
3. Cancellations will not be accepted once the program has begun.

Withdrawals:

Students may choose to withdraw from Real Institute programs at any time.

1. Where possible, students are encouraged to transfer their registration to the next available term for their program.
2. Program refunds will be provided according to the refund schedules below. No refunds will be provided following the deadlines indicated.
3. A partial refund may be considered as deemed appropriate by the Real Institute, on an individual basis.

Real Institute 2021-22 Refund Schedules

English Boost Refund Schedule	
Summer 2021	Deadlines
100%	Until June 28, 2021 (one week prior to the program start date)
70%	June 29 - July 7, 2021 (within a week of the program start date, but prior to the end of the third day of the program)
0%	From July 8, 2021 (after the third day of the program)

Foundation Program 2021-2022 Refund Schedule	
Fall 2021	Refund Deadline
100%	To August 23, 2021 (one week prior to the program start date)
70%	August 24 - September 1, 2021 (within a week of the program start date, but prior to the end of the third day of the program)
0%	From September 2, 2021 (after the third day of the program)
Winter 2022*	Refund Deadline
100%	Until January 10, 2022 (one week prior to the program start date)
70%	January 11 - 19, 2022 (within a week of the program start date, but prior to the end of the third day of the program)
0%	From January 20, 2022 (after the third day of the program)
Spring 2022*	Refund Deadline
100%	Until April 25, 2022 (one week prior to the program start date)
70%	April 26 - May 4, 2022 (within a week of the program start date, but prior to the end of the third day of the program)
0%	From May 5, 2022 (after the third day of the program)

Current as of June 10, 2021.