

Community Programs – Learn4Life

Refund and Transfer Policy

The TDSB will process a full refund if the TDSB cancels a course or if the TDSB receives the written request for refund before the course begins.

NEW: All refunds are automatically processed back to the original method of payment, unless otherwise stated. The option to keep funds on the TDSB Learn4Life account is no longer available.

For courses under five weeks in duration:

- No refunds or transfer requests will be considered after the course begins.

For courses five weeks or longer:

- A refund (minus the \$15.00 administrative fee per course) will be processed if the TDSB receives the request for refund in writing before the second class.
- A pro-rated refund (minus the \$15.00 administrative fee per course) will be processed if the TDSB receives the request for refund in writing after the second class, but before the third class of the course.
- No refunds or transfers will be considered after the third class of a course.

For subsidized courses: TDSB issues no refunds. A credit is issued to the learner's Learn4Life account if the TDSB cancels the course before the course begins.

Summer Refund Policy: There are no requests for refund or transfer after the first class.

All requests for a refund or transfer must be made in writing.

There are four ways to submit requests:

- Email: communityprograms@tdsb.on.ca
- On-Line: www.learn4life.ca
- *Mail: 2 Trethewey Drive, 3rd Floor, Toronto, ON M6M 4A8
- *Fax: 416-394-3494

* Option only available if program staff return to office. Updates will be provided on our website.

The Refund and Transfer Policy is also printed in our Learn4Life magazine.