

Community Programs – Learn4Life

Refund and Transfer Policy

The Toronto District School Board (TDSB) will process a full refund if a written refund request is received at least 48 hours before the course start date.

Requests received less than 48 hours before the course start date will incur a \$50.00 administrative fee.

Refunds are processed to the original credit card used for payment. Fees paid by cheque or cash will be refunded by cheque after Continuing Education staff acknowledges clearance of the cheque. Please allow 4-6 weeks for refund processing.

The option to keep funds on the TDSB Learn4Life account is no longer available.

Courses less than five weeks in duration:

- **NEW!** A \$50.00 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date.
- No refund or transfer requests will be considered after the class begins.

Courses five weeks or longer:

- **NEW!** A \$50.00 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date.
- If you withdraw after the first class, a pro-rated refund will be processed, less a \$15.00 administrative fee per course and a portion of the materials fee, if applicable, provided the TDSB receives the request in writing.
- No refunds or transfers will be considered once the second class has started.

Subsidized Courses: **NEW!** A \$50.00 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date. No refund or transfer requests will be considered after the class begins.

Summer Refund Policy: **NEW!** A \$50.00 administrative fee will apply to withdrawal requests received less than 48 hours before the course start date. No refund or transfer requests will be considered after the class begins.

All refund or transfer requests must be submitted in writing. The effective date of withdrawal is the date the withdrawal notice is received by the TDSB.

There are two ways to submit requests:

- Email: communityprograms@tdsb.on.ca
- On-Line: www.learn4life.ca