

Section 15 – Financial Policy and Procedures

15.1 Purpose

This policy explains the student's financial responsibilities and the College's processes for Tuition, Aircraft Utilization Fees, deposits, payments, additional charges, account restrictions, withdrawals, refunds, and outstanding balances.

15.2 Scope

This policy applies to all students and must be read together with the applicable Enrollment Agreement, published fee schedule, required materials list, and refund requirements.

15.3 Student Financial Responsibility

Students are responsible for understanding the charges that apply to their enrollment, monitoring their account, making required payments on time, maintaining sufficient available funds for scheduled training, and contacting Accounting promptly when they have a question.

15.4 Tuition

Tuition is the amount charged for the educational and institutional services identified in the student's Enrollment Agreement. Tuition does not include Aircraft Utilization Fees or another separately identified charge unless the Enrollment Agreement expressly states otherwise.

15.5 Aircraft Utilization Fees

Aircraft Utilization Fees are operational charges for the use of the aircraft during flight training. They are separate from Tuition and are charged according to aircraft time actually used and the applicable rate.

15.6 Aircraft Utilization Rates

Current aircraft rates are published by the College or stated in the Enrollment Agreement. Rates may include applicable taxes or other charges. The rate in effect at the time of use will apply unless the Enrollment Agreement or another written College commitment states otherwise. Where advance notice of a rate change is required, the College will provide it in accordance with the Enrollment Agreement and applicable requirements.

15.7 Estimated Aircraft Hours and Costs

Aircraft hours and aircraft-cost figures shown in program information or an Enrollment Agreement are estimates used for planning and disclosure. They are not guaranteed completion limits.

The actual aircraft time required may be affected by student preparation and progress; skill development and proficiency; training continuity; currency; weather and seasonal conditions; aircraft, instructor, or maintenance availability; operational interruptions; additional practice; Transport Canada requirements; flight-test readiness or an unsuccessful flight test; prolonged interruptions; and previous training experience.

The student is responsible for eligible Aircraft Utilization Fees associated with all aircraft time actually used.

15.8 Additional Flight Training

Students progress at different rates. Completion of the estimated hours does not mean that the student has demonstrated the required competency.

Additional flight, briefing, simulator, ground, review, or proficiency training may be required where the student has not met the required competency, needs further preparation, must restore currency, is repeating training or an assessment, has not maintained satisfactory progress, or requires training beyond the services included in the current Enrollment Agreement.

Additional training must be authorized and financially arranged before it is provided. A new or renewed Enrollment Agreement may be required.

15.9 Required Account Balance Before Dispatch

A student must maintain sufficient available funds to cover the anticipated charges for scheduled aircraft training. An aircraft will not be dispatched where the student does not have the required available balance or another payment arrangement approved by the College.

The College may decline or cancel an aircraft booking, restrict further bookings, remove the student from the flight schedule, pause aircraft training, or require payment before training resumes. This restriction is not a disciplinary action.

15.10 Training Restrictions for Insufficient Funds

The College may restrict or pause training where a required payment has not been made, the student account lacks sufficient available funds, a payment has been declined or reversed, an approved payment arrangement has not been followed, the Enrollment Agreement has expired, or further training would exceed the services authorized by the agreement.

A financial restriction does not cancel the student's responsibilities concerning attendance, immigration status, contract expiry, program timelines, or communication with the College.

15.11 Enrollment Deposits and Payment Schedules

The required Enrollment Deposit and payment schedule are stated in the student's Enrollment Agreement. Requirements may differ by program, enrollment status, whether the student is new or returning, domestic or international requirements, and the services included. A student must not assume that another student's deposit or payment rule applies.

15.12 Payment Methods

Students must follow the payment instructions provided by the College, use the correct student name and Student ID Number, allow sufficient processing time, retain proof of payment, and confirm unfamiliar or changed payment instructions directly with the College before sending funds.

Bank charges, wire-transfer costs, currency-conversion costs, credit-card charges, returned-payment fees, or other payment-processing costs may remain the student's responsibility where disclosed and legally permitted.

15.13 Sponsors, Parents, Agents, and Other Payers

The College may accept payment from another person or organization. Acceptance of third-party payment does not transfer the Enrollment Agreement, remove the student's financial responsibility, provide automatic access to confidential information, authorize changes to training, guarantee future payments, or change the applicable refund rules.

15.14 Additional Fees and Charges

Students may be responsible for additional charges identified in the Enrollment Agreement, published fee schedule, required materials list, approved training authorization, or another written College notice. These may include aircraft, fuel, landing, airport, materials, equipment, Transport Canada, medical, flight-test, document, no-show, payment-processing, and additional-training costs.

The College will not treat a separately identified fee as Tuition unless it is properly included in the applicable Enrollment Agreement.

15.15 Cancellations and No-Shows

Charges resulting from a cancellation, late cancellation, no-show, or delayed arrival will be applied according to the applicable policy, Enrollment Agreement, and published fee schedule. A student who disputes a charge must use the required review process within the applicable time. Failure to attend does not automatically cancel the charge.

15.16 Contract Renewal

A student must sign a new or renewed Enrollment Agreement before continuing beyond the expiry of the current agreement, receiving training beyond the included services, entering a new program, making a material program change, or receiving additional training that requires a new agreement.

The College may pause training until the required agreement is signed and financial arrangements are complete. Renewal does not guarantee that previous pricing, aircraft rates, schedules, or program terms will continue.

15.17 Program Changes

A student requesting or requiring a program change must complete the College's program-change process. The College may review training and payments already provided, charges incurred, remaining requirements, transferable services, required refunds or additional payments, academic and financial standing, regulatory and immigration implications, and whether a new Enrollment Agreement is required.

Funds will not automatically be transferred between programs or reclassified between Tuition and Aircraft Utilization Fees.

15.18 Withdrawals and Dismissals

A student who intends to withdraw must follow the withdrawal procedure in the Enrollment Agreement and applicable College policy. Failure to attend or communicate does not necessarily constitute formal withdrawal.

Following withdrawal or dismissal, the College may calculate Tuition earned or refundable, Aircraft Utilization Fees incurred, additional charges owing, payments received, and any refundable or outstanding balance.

15.19 Refunds

Refund eligibility and calculations are governed by the Enrollment Agreement, applicable private-training requirements, services provided, effective withdrawal or dismissal date, nature of the payment, any study-permit-refusal provision, and other legal requirements.

Tuition and Aircraft Utilization Fees must be identified and calculated according to their proper purpose. An unused Aircraft Utilization Fee balance must not be treated as earned Tuition.

15.20 Study-Permit Refusal Refunds

Where an International Student's Enrollment Agreement contains a study-permit-refusal refund provision, the student must follow the requirements and timelines in that agreement. The College may require the complete refusal decision and other information reasonably necessary to assess the request.

15.21 Payment Reversals and Returned Payments

Where a payment is declined, returned, reversed, charged back, or disputed, it may be removed from the student account; the student remains responsible for the resulting balance; training may be restricted; and a disclosed lawful fee may apply.

A student must not initiate a payment dispute as a substitute for the College's financial-question, complaint, withdrawal, or refund process.

15.22 Financial Records

The College may maintain invoices, payments, deposits, charges, credits, refunds, payment arrangements, restrictions, related communications, adjustments, contract renewals, program changes, and disputed transactions. Students should review their account regularly and retain their own records.

15.23 Account Questions and Disputes

A student who believes an account entry is incorrect must contact the College promptly and provide their full name, Student ID Number, disputed date and amount, reason for the concern, supporting records, and requested correction. While a charge is reviewed, the student remains responsible for all undisputed amounts.

15.24 Financial Hardship

A student experiencing financial difficulty should contact the College before missing a payment or allowing the account balance to become insufficient. Any payment arrangement must be approved in writing. The College is not required to extend credit, continue training without sufficient funds, waive proper charges, transfer restricted funds, or delay a required contract renewal.

15.25 International Students

International Students remain responsible for considering how financial restrictions, interrupted training, withdrawal, program changes, or failure to renew an Enrollment Agreement may affect full-time enrollment, required weekly instructional participation, Study Permit compliance, program-completion timelines, and other immigration requirements.

The College may explain its enrollment and financial records but does not provide immigration or legal advice.

15.26 Collection of Outstanding Amounts

Amounts properly owing remain payable after withdrawal, dismissal, completion, or agreement expiry. The College may issue notices, restrict optional services, establish a written payment arrangement, or pursue lawful collection or legal action. The College will not withhold a required student record where prohibited by law.

15.27 Protection of Financial Information

Financial and payment information will be handled under the Privacy Policy and applicable law. Students must not send banking credentials, passwords, or other sensitive information through an insecure method. Suspected fraudulent or altered payment instructions must be reported immediately.

15.28 Relationship to Other Policies

This policy applies together with the Attendance Policies, Student Concern and Conflict Resolution Policy, Warning, Suspension and Dismissal Policy, Privacy Policy, Technology and Communication Policy, Enrollment Agreements, published fee schedule, and applicable aviation, educational, and regulatory requirements.

15.29 Questions

Financial questions should be directed to the Accounting Department, Canadian Aviation College, 72–18300 Ford Road, Pitt Meadows, BC V3Y 0C6; accounting@cacbc.ca; 604-299-7777.

Use the email subject line: Full Name – Student ID Number – Reason for Contact.