## P21 Refund policy and account review

Effective date: November 1, 2026.

The refund schedule below reproduces the refund conditions and outcomes in the Career Pilot Diploma and Career Pilot Foundation Enrollment Agreements. “This Agreement” refers to the Student’s signed Enrollment Agreement.

The pilot-program agreements use “application fee”. Where a rating Enrollment Agreement uses “Enrollment Fee”, the corresponding fee label and any waiver in that signed agreement apply. The refund percentages and conditions must be read with the applicable signed agreement.

### Contract refund schedule

| Circumstance | Refund |
|---|---|
| **Full refund - international study permit refusal**<br>The Student is refused a study permit for this Program, has not requested an additional letter of acceptance for the same Program, and provides CAC with a copy of the refusal before the date on which 30% of Program hours would have been provided, calculated from the later of the start date in the last letter of acceptance or the start date in this Agreement. | 100% of tuition and all related fees paid, other than the application fee. The refund will be paid within 30 days after CAC receives the copy of the study-permit refusal. |
| **Refund prior to program start**<br>CAC receives a notice of withdrawal from the student: No later than seven days after student signed the enrolment contract, and before the program start date. | Refund:100% of tuition and all related fees, other than application fee. Related fees include administrative fees, assessment fees, fees charged for textbooks or other course materials, and unused aircraft utilization fees. |
| **Refund prior to program start**<br>CAC receives a notice of withdrawal from the student: More than seven days after student signed the enrolment contract, and before the program started, | Refund: CAC may retain 10% of tuition, to a maximum of $1,000 paid or payable under a contract. |
| **Refund after the program start date**<br>CAC provides a notice of dismissal or receives a notice of withdrawal from the student: No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal | Refund: CAC may retain 10% of tuition, to a maximum of $1,000 paid or payable under a contract. |

| Circumstance | Refund |
|---|---|
| **Refund after the program start date**<br>CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and up to and including 10% of instruction hours have been provided. | Refund: CAC may retain 10% of tuition paid or payable under a contract. |
| **Refund after the program start date**<br>CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and after more than 10% but before 30% of instruction hours have been provided. | Refund: CAC may retain 30% of tuition paid or payable under a contract. |
| **Refund after the program start date**<br>CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and after more than 30% but before 50% of instruction hours were provided. | Refund: CAC may retain 50% of tuition paid or payable under a contract. |
| **Refund after the program start date**<br>CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and after more than 50% of instruction hours have been provided. | Refund: No refund due |
| **Student does not attend - no-show after program or instruction starts**<br>A student does not attend the first 30% of the program. | Refund: CAC may retain 50% of the tuition paid under a contract. |
| **Student enrolled without having met the admission requirements**<br>Student enrolled in a program without having met the admission requirements for the program : If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. | Refund: 100% tuition and all related fees, including application fees |

### Refund of Aircraft Utilization Fees

Refund of unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:

- Student provides notice of withdrawal
- Institution provides notice of dismissal
- Student does not attend any of the first 30% of the hours of instruction of the program
- Student completes the Program

Refunds required under this Refund Policy will be paid to the student or other person who paid the tuition or fee within 30 days of the applicable withdrawal, dismissal, regulatory order, or other event giving rise to the refund.

### Withdrawal dismissal and account review

Students submit withdrawal requests in writing to Alano at studentservice@cacbc.ca. The date CAC receives the written request is used for the withdrawal refund assessment. Alano issues written confirmation and coordinates the withdrawal record. Alano also administers dismissals and records the applicable dismissal notice date.

Susan retains control of the account review and refund calculation. Bote confirms completed training and hours. Susan reviews the applicable signed agreement, payments, tuition, related fees, Aircraft/FTD Utilization Fees, unused Aircraft Utilization Account balances and credits. A tuition-retention percentage is not applied to unused Aircraft Utilization Fees.

Provide the student with an account summary separating payments, tuition paid or payable, tuition retained, related fees, Aircraft/FTD Utilization Fees, unused balances, credits and the final refund or amount owing. Retain the calculation and payment evidence in EMS. Account review does not extend the 30-day refund deadline.

### Program changes

A Diploma-to-Certificate change requires withdrawal and application of the Refund Policy before new enrolment. Upgrades to a Diploma do not require withdrawal, but still require Bote’s training-credit assessment, Susan’s account review and Alano’s replacement contract.