



*“Eaton Arrowsmith” refers to Eaton Arrowsmith locations in Vancouver (Eaton Arrowsmith School Ltd) and Redmond (Eaton Arrowsmith Academy Ltd.), and Eaton Arrowsmith Learning Centre (dba. Eaton Arrowsmith School Online), each of which is referred to herein as “Eaton Arrowsmith” or the “School.”*

*Eaton Arrowsmith may add, modify or remove portions of this Policy when it is considered appropriate to do so. Any changes will be effective upon the posting of the revised policy. The most recent version can be found on the Policies page on our website: [www.eatonarrowsmith.com](http://www.eatonarrowsmith.com).*

## Eaton Arrowsmith Registration Policy

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## PREAMBLE

**Thank you for enrolling at Eaton Arrowsmith, and for your commitment to joining us in our vision of empowering positive change, and our dedication to strengthening capacities in our students.**

Due to our specific and individualized cognitive curriculum, Eaton Arrowsmith receives no government funding. We also do not ask for a large deposit from families upon enrolment in the School, only for enough to cover the cost of educating the student for the year. Each year, staffing and other decisions are made based on the number of students committed to attending the following School year. Financial commitments are made for the year to staff salaries, facilities, programs, maintenance, and other fees, and the withdrawal of a student does not reduce these expenses. With this in mind, our policies have been created to reflect Eaton Arrowsmith’s financial commitments for the year (or duration of program).

## SECTION 1 – REGISTRATION AND START DATES

Class spaces are subject to availability and are allocated on a first come first serve basis based on Eaton Arrowsmith receiving completed tuition payment agreement, payment, and registration forms.

### A. Registration and Start Dates for *Full-Time and Half-Day Students (not including students in programs of shorter duration such as the Executive Functioning Program)*

- i. Registration for the upcoming School year opens in January for Full-Time and Half-Day students.
- ii. New registration for an **upcoming** School year (i.e. **enrolling for a School year before the first day of classes in September**):

Typically, Full-Time and Half-Day students enroll for a September start date. If a student is enrolling in advance (before September 1<sup>st</sup>) to join the School year after September 30<sup>th</sup> and before October 31<sup>st</sup>, tuition will be prorated. For students wishing to enroll in advance (before September 1<sup>st</sup>) and start after November 1<sup>st</sup>, tuition is prorated as though the student were starting on November 1<sup>st</sup>, even if the student is starting later in the year. For students enrolling immediately before a start date, see below.

- iii. Mid-year enrollment **during** a School year (i.e. **enrolling for a School year after the first day of classes in September**):

Mid-year start dates are offered to new students if and only if there are spaces remaining in the appropriate classroom and site. To receive pro-rated tuition, a student's first day of classes must be within one month of the admissions offer. For students wishing to start more than one month after the admissions offer, tuition is prorated as though the student were starting one month after the offer, even if the student is starting later in the year.

*New Full-Time and Half-Day students starting a School year after December are asked to confirm enrollment for the following School year as well.*

- iv. **Confirmation of Continued Enrollment for current Full-Time and Half-Day students:**

For the Full-Time and Half-Day program, any current families (families with students enrolled and attending by the end of November) who confirm continued enrollment for the following year (by returning all forms and

payment) before the Confirmation of Continued Enrollment deadline may be eligible to receive an early enrolment discount in the form of a refund. The Early Enrolment discount amount is set annually and may change from year to year. For exact amount, please refer to your signed Tuition Payment Agreement.

## **B. Registration and start dates for 4 Hours a Week students enrolling for a *School year payment plan***

*School year registration enables students to secure enrollment in advance, which is a great option for those ready to commit to the School year, and those interested in the more popular class times. Installment payment plans are available.*

A School Year is one academic year, from fall to spring. Exact dates depend on site, with most programs starting in September/October and ending in May/June.

- i. Students registering for a School year, may register in advance to secure their class time and may receive a discount on their fees. Registration opens in the spring. Registration opening dates are earlier for continuing students than for new students.
- ii. Registration must be complete by 12pm (noon) Pacific Time 6 business days (including the date the student's registration is received and the student's first day) before a student's first day in the program.
- iii. Late registrations for the School year:
  - For Eaton Arrowsmith School Online (EASO) are accepted up until September 30. Fees will not be pro-rated. For registration on or after October 1, please see term and month-to-month payment options.
  - For Eaton Arrowsmith School Onsite (locations in Redmond and Vancouver) are accepted up until September 30. Fees will be pro-rated for registration starting after October 31.
- iv. For student(s) wishing to enroll in multiple classes, subsequent class discounts are always applied to the shortest payment plan option that the student is enrolled in. e.g. subsequent class discounts are first applied to Month-to-Month Payment Plan, Term Payment Plan and followed by School Year Payment Plan.

## **C. Registration and start dates for 4 Hours a Week students enrolling for a *Term payment plan (available for Eaton Arrowsmith School Online)***

*Term registration is a great option for students who may not know their schedule in advance.*

- i. Students registering for Term 1 may register 2.5 months (new students) or 3 months (continuing students) in advance to secure their class time. Registration

dates for this term are on the 1<sup>st</sup> and 15<sup>th</sup> of the month (or next business day) as follows:

- **Term 1 (September - January):** June 1 (continuing students) and June 15 (new students)
- ii. Students registering for Term 2 may register in January to secure their class time. Registration dates for this term are on the 1<sup>st</sup> business day of the month and 15<sup>th</sup> of the month (or next business day) as follows:
  - **Term 2 (February – June):** first business day of January (continuing students) and January 15<sup>th</sup> or next business day (new students)
- iii. Registration must be complete 6 business days before a student’s first day in the program.
- iv. Late registrations for the term are accepted until the end of the first month of the term. Fees will not be pro-rated. For registration after the first month of the term, please see month-to-month payment options.
- v. For student(s) wishing to enroll in multiple classes, subsequent class discounts are always applied to the shortest payment plan option that the student is enrolled in. e.g. subsequent class discounts are first applied to Month-to-Month Payment Plan, Term Payment Plan and followed by School Year Payment Plan.

#### **D. Registration and start dates for 4 Hours a Week students enrolling in a *month-to-month payment plan (available for Eaton Arrowsmith School Online)***

*Cognitive change takes time and dedication. The most significant cognitive change starts to occur after 10 months, with some noticeable cognitive change starting as early as two or three months. For students who are joining us mid-year, or who wish to pay on a monthly basis, the month-to-month payment plan may be appealing.*

A “month” of classes consists of all sessions offered for that class time during one calendar month. The number of sessions each month varies; however, the cost per month remains the same. Tuition for the month is not pro-rated for start dates later in the month.

#### **Payment and Cancellation Details:**

- i. Students registering for a month-to-month payment plan may register on or after 12:00pm (noon) Pacific Time on the 15<sup>th</sup> of the month (or next business day) of the month before they wish to start.  
*\*Due to the winter break, registration for classes starting in January will open at 12pm (noon) on December 5<sup>th</sup>, or the next business day.*
- ii. When enrolling space is subject to availability. In the event the chosen class is full, the undersigned may elect to enroll the Student in an available class or to not enroll at that time.
- iii. Payment is made by credit card.
- iv. Subscriptions will auto-renew until cancelled or until payment is not made.

- v. Notification of cancellations for the upcoming month must be made to the School in writing (email to [registration@eatonarrowsmith.com](mailto:registration@eatonarrowsmith.com)) not less than 35 calendar days' prior to the start date of the Class.
- vi. Tuition fees for subsequent months must be remitted on or before the 1st of the month for the following month's Class. On the 1st of each month, students/families will receive an invoice for payment for the following month's Class. In the event you elect to have tuition fee payments processed automatically (Pre-Authorized Payments; PAP) through the payment platform, monthly tuition fees will be automatically charged to your credit card on the 1st day of each month. In the event, you wish to withdraw from Class or cancel enrollment, you must notify the School in writing (email to [registration@eatonarrowsmith.com](mailto:registration@eatonarrowsmith.com)) not less than 35 calendar days' prior to the start date of the Class. All tuition fees are non-refundable.
  - i. Students and families are responsible for ending Pre-Authorized Payments. For information on how to remove your credit card payment on our third party platform, see your most recent invoice or click here: <https://eatonarrowsmith.com/s/Instructions-for-removing-card-from-automatic-payments.pdf>
- vii. In the event payment of tuition fees for the following month has not been received by 12pm (noon) Pacific Time on the 15th of the preceding month the Student's Class participation will be suspended for the following month until payment is made with the exception of December's payment for January's tuition, see (i) below. The Student's enrolment will be subject to Class availability and there is no guarantee that the same Class will be available. For example, payment for a Class in February is due January 1st and, if it is not received by January 15th, the Student's Class participation for their Class in February will be suspended until payment is made and the student's space in the class will open to another student who may start in February.
  - i. Payment of tuition fees for January are due December 5<sup>th</sup> at 12pm (noon) Pacific Time as registration opens on the 5<sup>th</sup> or next business day of December for new and waitlisted students.
- viii. Students wishing to rejoin after a subscription expires are not guaranteed a space will be available and will be asked to register again if a space is available.

## E. Registration and Start dates for Cognitive Intensive Program (CIP) students

- i) Students registering for a **Mid-Year** Cognitive Intensive Program may register 2.5 months (new students) or 3 months (continuing students) in advance to secure their class time.
- ii) Registration will open for **Summer Cognitive Intensive Programs** in the early spring.

## F. Registration and Start dates for Part Time PEERS® Program Students (offered at Eaton Arrowsmith School Online)

- i) This program is defined as a Part Time Program at Eaton Arrowsmith

- ii) Registration will open for **the Part Time PEERS®** Program as follows:
  - a. **Term 1 (September - January):** June 1 (continuing students) and June 15 (new students)
  - b. **Term 2 (February - June):** Registration opening date to be announced.
- iii) Registration, assessment of fit and onboarding must be completed 2 weeks prior to the first session of the PEERS® program.
- iv) This program is not eligible for discounts (ie: Champion program, subsequent class discounts, or other discounts / promotions).
- v) Scholarships and Bursaries are not applicable to this program.
- vi) There are no refunds for this program.
- vii) Program Transfers are not applicable to this program.

## SECTION 2 – TUITION FEES, DISCOUNTS AND PAYMENT

Tuition payment terms and conditions are outlined in each student’s Tuition Payment Agreement and differ by program. A [sample Tuition Payment Agreement](#) can be found at the end of this document.

### A. Tuition deadlines

All payment/s must be received before the student starts their classes (including all post-dated cheques/checks if a family opts for installment payments by cheque/check). Where installment options are applicable, installment total tuition is higher than lump sum due to administrative costs and the extended payment timeline.

### B. Pro-rated fees for students starting mid-year (if applicable – see above):

Please note that a portion of the fees (covering administrative expenses and licensing fees) is not pro-ratable.

- **Full-Time and Half-Day Programs:** If a student is eligible to receive pro-rated tuition, tuition is pro-rated based on whether the student is joining in the 1<sup>st</sup> to the 15<sup>th</sup> or the 16<sup>th</sup> to the 31<sup>st</sup> of the month.
- **Cognitive Intensive Programs:** Fees are not pro-rated.
- **Part-Time / 4 Hours a Week Programs:**
  - An Eaton Arrowsmith School Online student joining mid-year may join a term program , or a month to month payment plan until the next term or year begins. Students joining mid-term may join on a month to month payment plan until the next term or year begins.

- *An onsite student starting after October 31 is eligible to receive pro-rated tuition, tuition is pro-rated based on whether the student is joining in the 1<sup>st</sup> to the 15<sup>th</sup> or the 16<sup>th</sup> to the 31<sup>st</sup> of the month.*

### C. Switching Payment Types or updating payment information

- For student and families enrolled in Full-Time, Half Day or Part Time Programs (with an academic year payment plan) wishing to change payment methods from cheque/check to credit card payments or vice versa, Eaton Arrowsmith will grant a one-time change of payment types per academic year with adjusted tuition installment amounts reflecting the discounted / undiscounted rates. **For changes in payment type after the first change, a \$50 admin fee will be applied.**
- For students and families wishing to change credit card information (i.e. switching to a new credit card):
  - For students and families enrolled in the monthly payment plan, you may update your credit card details through the payment portal.
  - For students and families enrolled on any other payment plan, please reach out to the finance department within 5 business days prior to your next scheduled payment date for any changes and updates required to your credit card.

### D. Funding

Students and their families are responsible for a student's full tuition fees. In cases where external funding is expected, Eaton Arrowsmith requires full payment from the family and, if and when funding is received, a refund will be provided.

### E. Family Discounts

Eaton Arrowsmith is pleased to offer a small family discount on Full-Time and Half-Day programs for additional members of an immediate family (spouses, parents, children, and/or siblings of the original student) who are enrolled/enrolling at the same time (program dates must overlap). This discount is applied to the lower tuition amount (i.e. if two siblings are enrolled in a Half-Day program and a Full-Time program, the discount would be applied to the tuition of the student enrolled in the Half-Day program). If the student with the higher tuition amount withdraws, the tuition of the student with the lower tuition amount will be increased to the full amount. The family discount may change from year to year. For exact amount, please refer to your signed Tuition Payment Agreement. For inquiries, please reach out to the Admissions Director or Registrar.

### F. Tuition paid by multiple family members



The student/family is responsible for a student's full tuition fees. If tuition is being paid by multiple people, one Tuition Payment agreement will be signed by all parties responsible for payment. If requested, Eaton Arrowsmith can work with the family to divide fees according to the family's wishes. Each paying party is responsible for their own portion of the fees; however, in the event where one party defaults on payment, Eaton Arrowsmith reserves the right to contact the other party for the outstanding balance of the student's overall tuition fees.

Eaton Arrowsmith requires signatures from **both** parent(s)/guardian(s), along with the student's signature (if age 17 or above) on all student enrolment and tuition payment agreement forms.

## G. Arrowsmith Programming Assessment before enrollment:

Standard tuition fees for a **new student** include initial assessment fees for Full-Time, Half-Day, and Part Time / 4 Hours a Week Program students. The Motor Symbol Sequencing Program (MSS), Cognitive Intensive Program (CIP), and Cognitive Enhancement Program (Part Time / 4 Hours a Week) do not require an Arrowsmith Programming Assessment.

Students who have recently undergone the Arrowsmith Program Assessment at another Arrowsmith site (outside of Eaton Arrowsmith), will have the first year's new student fee reduced from their tuition fees if enrolling in a **Full-time or Half-Day Program (onsite only)** if assessment does not need to be readministered at Eaton Arrowsmith. There is no reduction in fees for students who have been assessed at other locations outside of the Arrowsmith Program who are joining programs without a new student fee.

Students who opt to pay for an Arrowsmith Program Assessment during the Eaton Arrowsmith admissions process prior to enrolling will have their assessment fee deducted from their first year's tuition fees if the student enrolls in a **Half-Day, Full-Time or Part Time / 4 Hours a Week Program** within 90 days of the student's assessment. There is no reduction in fees for the Cognitive Intensive Program, Motor Symbol Sequencing Program, or any other program.

## H. Scholarships and Bursaries

Scholarships and/or bursaries offered by Eaton Arrowsmith are:

- One-time (not recurring year after year)
- Not transferrable to other students
- Not transferrable to other programs or locations
- Not deferrable to future enrollments

## I. EA Champion Discounts

In order to be eligible for the EA Champion Discount (10% off a student's next program at EA), the following conditions must be met, in this order:

- 1) Referring person joins the EA Champion program by signing up on our website.
- 2) Referring person refers a student / student's family to EA. The student / student's family cannot be an immediate family member (child, parent or spouse) of the referring party.
- 3) Referred student / student's family **inquires at EA for the first time** (i.e. this student has not enrolled with us previously and does not have any immediate family members who have ever enrolled in a program at Eaton Arrowsmith, and has not yet contacted Eaton Arrowsmith about enrolling).
- 4) Referred student registers for a program at EA, where it is the student's first program at EA. This **referred student** / student's family is eligible for a 10% discount on this first program for having been referred by an EA Champion.
- 5) The **referring person** or a member of their immediate family (i.e. spouse, child) is then eligible for 10% off the next program that a member of their immediate family signs up for.

EA Champion Discounts are one-time discounts and are only offered on one Eaton Arrowsmith enrollment (i.e. they do not carry over to a student's future enrollments or apply to other enrollments confirmed at the same time).

EA Champion Discounts may be used for future program(s) for the student or an immediate family member; however, they expire 2 years after the date of issue.

Multiple EA Champion Discounts cannot be combined; however, they can be combined with other discounts such as scholarships and family discounts.

Upon becoming eligible for a Champion Discount (after having referred a student who signed up), students enrolled in a month-to-month payment plan will be asked to sign an updated payment form, which will reflect a 10% discount on the next invoice and all other invoices going forward until they end that program. (Essentially, we would be unenrolling the student from their program and then re-enrolling them right away in the same program at a lower rate.)

Students receiving the Champion Discount who are registered on a month-to-month payment plan are eligible for a 10% discount off all payments in that program. These students' programs end when unenroll, even if they plan to continue at a later date. When they resume, their fees will no longer reflect a 10% discount.

EA Champion Discounts are not applicable for the Part Time PEERS® Program.

## J. International Students

International students are welcome at all Eaton Arrowsmith locations; however, only Eaton Arrowsmith School in Vancouver has a Designated Learning Institution Number, which means that only Full-Time students at this site are eligible for a study permit.

International students joining Eaton Arrowsmith Schools:

- i. Are responsible for determining whether the student and/or family are eligible to travel to and study in Canada, obtaining the required documents, and making travel arrangements.
- ii. Must agree to follow all Eaton Arrowsmith policies, including COVID-19 policies.
- iii. Must agree to apply for a study permit immediately upon registration at Eaton Arrowsmith (within 2 weeks of enrolling).
- iv. Are responsible for staying informed regarding travel restrictions and requirements.
- v. Must comply with all provincial and federal guidelines and requirements, as well as the requirements from the Ministry of Education and Eaton Arrowsmith, including, but not limited to, COVID-19 guidelines and requirements.
- vi. Must enroll in the BC Medical Services Plan (MSP).
- vii. Must reside with a parent or legal guardian if 18 and under.

Failure to follow these guidelines may result in dismissal.

If a study permit is delayed and causes a delay in a student's start date, no refund, reduction or deferral of tuition will be provided for missed days.

If an international student is denied a study permit by Citizenship and Immigration Canada (proof of denial required) and is not able to start their program at Eaton Arrowsmith, tuition fees will be refunded with the exception of the \$3,500 New Student Fee, and the assessment fee of \$1,600.00 if assessment has been conducted prior to the student's arrival at the School. Refunds, if applicable, will be processed within 90 days. Eaton Arrowsmith reserves the right to update the cost of assessment as needed.

## SECTION 3 – TRANSFERS

### A. Site transfers (i.e. switching from an onsite School to online or vice versa)

Any site transfers must first be approved by the site principal/director and are dependent on fit for the program, classroom space and staffing. Start dates will be determined based on availability and time required for onboarding, training and/or assessment.

If the new program has a lower tuition fee, the difference will become a credit on the student's account that can be applied to another program **in the same academic year or the summer at the end of that year** for that student or for an immediate family member (if all payment installments have been received for the initial program). Alternatively, a student can withdraw and then register for the new program. If the new program has a higher tuition fee, a new tuition fee schedule will be provided and is due, with payment, before the student's first day.

- i. If all payment installments (for the initial program) have not been received by the time of the transfer request, all remaining installments are due immediately for the transfer to be considered and approved. Upon receipt of remaining installments, full tuition would be

transferred to the new site and become a credit on file and can be applied to another program **in the same academic year or summer at the end of that year** for that student or for an immediate family member.

Unused credit on a student's account at the end of the same academic year (August 31) will be considered forfeited if not used in a program that finishes before that date.

Students switching from a US location to a Canadian location or vice versa will be asked to sign a transfer form agreeing that fees will be transferred by Eaton Arrowsmith at the exchange rate set by Eaton Arrowsmith's banking institution. Taxes if applicable, will be added to tuition fees.

## **B. Program transfers (i.e. switching from Part-Time to Full-Time or vice versa):**

Any program transfers must first be approved by the site principal/director and are dependent on fit for the program, classroom space and staffing. If the new program has a lower tuition fee, the difference will become a credit on the student's account that can be applied to another program **in the same academic year or the summer at the end of that year** for that student or for an immediate family member.

- i. If all payment installments (for the initial program) have not been received by the time of the program transfer request, all remaining installments are due immediately for the transfer to be considered and approved. Upon receipt of remaining installments, full tuition would become a credit on file and can be applied to another program **in the same academic year or summer at the end of that year** for that student or for an immediate family member.

If the new program has a higher tuition fee, unused tuition fees received can be used as payment towards the new program's tuition fees after proration if applicable (see below).

Fees for the program the student is transferring to are based on that program's tuition fees and pro-rated accordingly if applicable. The unused fees from the program a student is transferring from are pro-rated on a half-month basis (with the exception of the Cognitive Intensive Program and the Summer Extension Program, which are not refundable), excluding licensing and administrative fees where applicable, which are not pro-ratable. Eaton Arrowsmith will pro-rate fees to your advantage whenever possible.

Unused credit on a student's account at the end of the same academic year (August 31) will be considered forfeited if not used in a program that finishes before that date.

Program transfers are not available into or out of the Part Time PEERS® Program.

### **C. Program adjustments (adding or reducing periods per day):**

Any program adjustments must first be approved by the site principal/director and additional periods per day are dependent on classroom space and staffing.

Students wishing to attend fewer periods per day/week than the program they are enrolled for (i.e. a Full-Time student who wants to attend 7 periods per day instead of 8) will not receive reduced tuition / refunds.

Students wishing to attend additional periods per day (i.e. Half-Day students adding cognitive periods) will have additional tuition fees based on the number of periods added.

### **D. Class switches (switching class times within the same program)**

Any class switches must first be approved by the site principal/director and are dependent on available spaces. Eaton Arrowsmith is not able to guarantee a class time will be available in the future. Students wishing to change class times immediately will be offered a new class time, should one be available, as soon as possible.

Students registered at EASO for an academic year who wish to switch class times before the School year starts may do so at any time, as long as space is available. Students currently attending EASO classes who are planning to switch class times at a future date will be asked to check in on availability 3-4 weeks before their proposed switch date. Class switches can be confirmed no more than 3 weeks before a student's first day in their new class, *or* on the 12<sup>th</sup> of the previous month (1st of the month for December) or next business day for class switches made at the beginning of a month, whichever is earlier. During the three-week period leading up to their switch date, the student will effectively be enrolled in both class times (old and new) to reserve a space in the upcoming class time, but will attend at the original class time. No additional fees will be charged for this 3-week period of double enrollment.

## SECTION 4 – ABSENCES, WITHDRAWALS, DISMISSALS AND APPEALS

### A. Absences

Tuition is not refunded or reduced for days a student is absent, and make-up classes are not offered. Tuition is not refunded, reduced, or deferred for students with delayed or deferred start dates.

### B. Withdrawals and Dismissals

#### i. International students with delayed or denied study permits:

Students must apply for a study permit within 2 weeks of acceptance at Eaton Arrowsmith. If a study permit is delayed and causes a delay in a student's start date, no refund will be provided for missed days.

If an international student is denied a study permit by Citizenship and Immigration Canada and provides proof of denial (copy of the rejection letter issued by Citizenship and Immigration Canada) before the student's first day of their program, tuition fees will be refunded with the exception of the \$3,500 New Student Fee and the assessment fee of \$1,600.00 if assessment has been conducted prior to the student's arrival at the School. Refunds, if applicable, will be processed within 90 days. Eaton Arrowsmith reserves the right to update the cost of assessment as needed.

#### ii. All other withdrawals and dismissals:

To withdraw at any time, a student/family must meet with the Principal/Director and complete and return a withdrawal form. Until a withdrawal form is completed and returned, the student will be considered enrolled in the program but marked as absent until the duration of the program they have signed up for ends.

Eaton Arrowsmith reserves the right to dismiss a student for reasons such as, but not limited to, those outlined in the site's Student Code of Conduct and/or Student/Parent Handbook.

Students and families must comply with the Code of Conduct and Handbook. Failure to do so by a student or parent/guardian may result in dismissal.

### C. Refunds

Financial commitments are made for the year to staff salaries, facilities, programs, maintenance, and other fees, and withdrawal of a student does not reduce these

expenses. With this in mind, our policies have been created to reflect Eaton Arrowsmith’s financial commitments for the year.

**Upon withdrawal or dismissal from an Eaton Arrowsmith Program, the balance of tuition owing is due immediately. The parent, guardian, and/or student is responsible for payment of the full tuition as outlined in the signed tuition payment agreement.**

**Refunds are available for some withdrawals made in advance, please see below for details.** Refunds, if applicable, will be processed within 90 days.

**For withdrawals that do not meet these criteria, no portion of fees paid or owing is refundable under any circumstances, with the exception of international students denied a study permit (see above).**

**i. Full-Time and Half-Day student withdrawal:**

On or before May 31 of the preceding School year <i>(i.e. on or before May 31, 2024 for the 2024-2025 School year)</i>	Eaton Arrowsmith will retain \$8,000 for Half-Day and \$10,000 for Full-Time in addition to a \$1,600 Assessment fee for any student assessed as part of that enrollment. The remainder owing is due immediately. Eaton Arrowsmith reserves the right to update the cost of assessment as needed.
On or after June 1 of the preceding School year <i>(i.e. on or after June 1, 2024 for the 2024-2025 School year)</i>	No portion of fees paid or owing is refundable under any circumstances, with the exception of international students denied a study permit (see above). The remainder owing is due immediately.

**ii. Cognitive Intensive Program student withdrawal:**

More than 90 days before the start date of the student’s Cognitive Intensive Program	Eaton Arrowsmith will retain \$2,500. If less than \$2,500 has been paid, the remainder owing is due immediately.
90 or fewer days before the start date of the student’s Cognitive Intensive Program	No portion of fees paid or owing is refundable under any circumstances. The remainder owing is due immediately.

**iii. 4 Hour a Week / Part Time Program student withdrawal:**

School Year Enrollment (not including Summer Sessions)	For withdrawals on or before May 31 of the preceding School year <i>(i.e. on or before May 31, 2024 for the</i>
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	<p>2024-2025 School year, Eaton Arrowsmith will retain \$2,500. The remainder owing is due immediately. On or after June 1 of the preceding School year (<i>i.e. on or after June 1, 2024 for the 2024-2025 School year</i>), no portion of fees paid or owing is refundable under any circumstances. The remainder owing is due immediately.</p>
Term Payment Plan	<p>No portion of fees paid is refundable under any circumstances. If a student enrolls in more than one 4 Hours a Week program, the enrollment/s for subsequent program/s is/are discounted. Should the student withdraw from a 4 Hours a Week Program, the enrollment with the lower fee will be discontinued, regardless of class time or exercise.</p>
Month-to-Month Payment Plan	<p>No portion of fees paid is refundable under any circumstances. If a student enrolls in more than one 4 Hours a Week program, the enrollment/s for subsequent program/s is/are discounted. Should the student withdraw from a 4 Hours a Week Program, the enrollment with the lower fee will be discontinued, regardless of class time or exercise.</p>
Part Time PEERS® Program	<p>No portion of fees paid is refundable under any circumstances.</p>

**iv. Summer Extension Program (onsite) student withdrawal:**

<p>More than 90 days before the start date of the student's Summer Extension Program</p>	<p><b>Onsite Summer Extension:</b> Eaton Arrowsmith will retain \$600 per session (July AM, July PM, August AM, and August PM are each considered one session). If less than \$600 has been paid towards the total tuition, the remainder owing is due immediately.</p>
<p>90 or fewer days before the start date of the student's Summer Extension Program</p>	<p>No portion of fees paid or owing is refundable under any circumstances. The remainder owing is due immediately.</p>



## D. Complaints and Appeals

The process for complaints and appeals is outlined in Eaton Arrowsmith's [Complaints and Appeals Policy](#).

## SECTION 5 – CANCELLED PROGRAMS

In the event that a student's program is cancelled before it begins, a full refund will be provided of all fees paid, with the exception of an assessment fee of \$1,600 for new students assessed as part of their enrollment in that program. Full refunds with the exception of an assessment fee of \$1,600 for new students assessed as part of their enrollment in that program will also be offered in the case of permanent School closures. The [School Closure Policy](#) contains more information about temporary and permanent School closures. Eaton Arrowsmith reserves the right to update the cost of assessment as needed.

*If you have any questions about our registration policy, please contact our Registrar at [registration@eatonarrowsmith.com](mailto:registration@eatonarrowsmith.com) or 604-264-8327.*

# ADDENDUM: Sample Tuition Payment Agreement Terms & Conditions

*(Terms and conditions vary by site and program. Please see your Tuition Payment Agreement for your terms & conditions.)*

The Undersigned acknowledges and agrees as follows:

## Agreement

- By signing and returning this Agreement, you are bound to and agree to the terms and conditions of this Agreement, including the obligation to pay all tuition fees when due.
- You further acknowledge and agree that the School’s Privacy Policy, Registration Policy, School Closure Policy, and site-specific Student and Parent Handbook and/or Code of Conduct (collectively, the “School Policies”) are incorporated by reference and form part of this Agreement.
- School Policies may be amended from time to time by the School, which amendments you agree shall form part to this Agreement and be binding on the undersigned. School Policies are available online at: [www.eatonarrowsmith.com/policies-and-procedures](http://www.eatonarrowsmith.com/policies-and-procedures)

## Deadlines and Payment Terms

- This Agreement must be signed and returned to the School along with all payment(s) on or before **noon on [DATES DIFFER BY PROGRAM AND START DATE]** (Pacific Time).
- Tuition fees are denominated in **Canadian Dollars for Canadian sites and online programs or US Dollars for EAA Redmond and are subject to applicable taxes.**

<p><b>Full Time, Half Day, and Cognitive Intensive Programs, 4 Hours a Week Program, as well as Part Time PEERS® Program Students with School Year or Term Payment Plans</b></p> <ul style="list-style-type: none"> <li>• If tuition fees remain outstanding for more than 7 days, the School reserves the right to suspend student participation in School classes and programs until all</li> </ul>	<p><b>4 Hours a Week Students with Month-to-Monty Payment Plans</b></p> <ul style="list-style-type: none"> <li>○ This Agreement must be signed and returned to the School <b>not less than 6 instructional days</b> (between Monday – Fridays; excluding weekends and School closures) <b>prior to the commencement date of Class</b>. For more information regarding the latest School Calendar please refer to this link: <a href="https://eatonarrowsmith.com/online-easo">https://eatonarrowsmith.com/online-easo</a></li> <li>○ Tuition will be invoiced after this Agreement is received and must be paid before the student’s first day of a student’s Class.</li> <li>○ Tuition fees for subsequent months must be remitted on or before the 1st of the month for the following month's Class. On the 1st of each month, you will receive your invoice for payment for the following month’s Class. In the event you elect to have tuition fee</li> </ul>	<p><b>Onsite Summer Extension Program</b></p> <ul style="list-style-type: none"> <li>• If tuition fees remain outstanding for more than 7 days, the School reserves the right to suspend student participation in School classes and programs until all overdue amounts have been paid in full.</li> </ul>
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<p>overdue amounts have been paid in full.</p> <ul style="list-style-type: none"> <li>Any tuition fees outstanding for more than 30 days are subject to interest charges at a rate of 2% per month (24% per annum).</li> </ul> <p><b>Onsite Schools Only:</b></p> <ul style="list-style-type: none"> <li>Either a completed Credit Card preauthorized payment form or post-dated cheques/checks for all installments are required at registration, payable to "<b>Eaton Arrowsmith School Ltd.</b>"</li> <li>A charge of \$35 will be applied to each returned cheque/check (NSF).</li> </ul>	<p>payments processed automatically (Pre-Authorized Payments; PAP) through the payment platform, monthly tuition fees will be automatically charged to your credit card on the 1st day of each month. In the event, you wish to withdraw from Class or cancel enrollment, you must notify the School in writing (email to <a href="mailto:registration@eatonarrowsmith.com">registration@eatonarrowsmith.com</a>) not less than 35 calendar days' prior to the start date of the Class. All tuition fees are non-refundable.</p> <ul style="list-style-type: none"> <li>Students and families are responsible for ending Pre-Authorized Payments. For information on how to remove your credit card payment on our third party platform, see your most recent invoice or click here: <a href="https://eatonarrowsmith.com/s/Instructions-for-removing-card-from-automatic-payments.pdf">https://eatonarrowsmith.com/s/Instructions-for-removing-card-from-automatic-payments.pdf</a></li> <li>In the event payment of tuition fees for the following month has not been received by 12pm (noon) Pacific Time on the 15th of the preceding month the Student's Class participation will be suspended for the following month until payment is made with the exception of December's payment for January's tuition, see below. The Student's enrolment will be subject to Class availability and there is no guarantee that the same Class will be available. For example, payment for a Class in February is due January 1st and, if it is not received by January 15th, the Student's Class participation for their Class in February will be suspended until payment is made and the student's space in the class will open to another student who may start in February. <ul style="list-style-type: none"> <li>Payment of tuition fees for January are due December 5<sup>th</sup> at 12pm (noon) Pacific Time as registration opens on the 5<sup>th</sup> or next business day of December for new and waitlisted students.</li> </ul> </li> <li>Tuition fees are denominated in Canadian Dollars and are subject to applicable taxes.</li> <li>When enrolling space is subject to availability. In the event the chosen class is full, the</li> </ul>	<ul style="list-style-type: none"> <li>Any tuition fees outstanding for more than 30 days are subject to interest charges at a rate of 2% per month (24% per annum).</li> </ul>
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	<p>undersigned may elect to enroll the Student in an available class or to not enroll at that time.</p> <ul style="list-style-type: none"> <li>○ A month of classes consists of all sessions offered for that class time during one calendar month. Monthly tuition fees will not vary regardless of the number of classes provided during the month.</li> <li>○ The School may increase tuition fees at any time in its sole discretion. The School shall provide not less than two months prior notice of any increase in tuition fees.</li> </ul>	
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**Withdrawals, Dismissals and Absences**

- **Tuition fees are non-refundable.** No refund or credit will be given for any reason in the event a student withdraws, is expelled, is absent or does not attend any Class. Nor will the School provide a refund, credit or make up classes in the event of unexpected School closures. The no refund policy does not apply to international students who are denied a study permit. For families and students withdrawing on or before **[DATES VARY BETWEEN PROGRAMS]** (see the Refunds Section of the Registration Policy for details).
- Any tuition or other fees due and owing at the time of withdrawal or expulsion remain a debt of the undersigned and must be paid immediately upon the student’s withdrawal or expulsion.

**Terms and Conditions of Agreement**

- Eaton Arrowsmith may, in its sole discretion, alter, amend, suspend, or modify School programming and operations with immediate effect in the event of circumstances beyond its reasonable control, including acts of God, acts of government, pandemic, public health emergency, flood, fire, earthquake, civil unrest, acts of terror, strikes or other labour disruptions.
- Eaton Arrowsmith may modify programming as dictated by the Arrowsmith Program and may alter, reschedule, reformat or cancel classes as required due to enrollment variations or any other circumstances warranting such changes as determined in the sole discretion of Eaton Arrowsmith.
- Eaton Arrowsmith reserves the right to add, discontinue, or alter School Policies or any other School procedures and practices as the School may determine, in its sole discretion.
- Tuition fees are non-refundable for any reason whether as a result of an act by the School, student, the undersigned or a third party. At the request of the undersigned, but in the sole discretion of the School, paid tuition fees may be transferred to another affiliated Eaton Arrowsmith program. Tuition fees cannot be transferred outside of Eaton Arrowsmith.
- The health and safety of our students and team members is always our top priority. Eaton Arrowsmith is dedicated to reducing risk and following best practices and guidelines provided by health authorities and other governing bodies while continuing to serve our students and EA community. During the COVID-19 pandemic, we will continue to monitor this fluid situation and

review and update our policies and protocols as appropriate based on provincial/state and national health guidelines.

### **Information Provided to Eaton Arrowsmith**

- The undersigned warrants that all information provided to Eaton Arrowsmith will be true and complete and agrees that any false, inaccurate, incomplete, misleading information provided to the School may result in the School requiring the withdrawal of the Student without any refund of tuition fees paid.

### **Privacy Policy**

- Any personal information collected by the School in the process of enrolling, registering and educating the Student (including the terms of this Agreement) is subject to Eaton Arrowsmith's Privacy Policy. The undersigned acknowledges and agrees that personal information regarding the Student may be disclosed to and used by the School's faculty and will be retained by the School in accordance with its Privacy Policy and applicable law.
- The undersigned consents, acknowledges and agrees that the School may use video conferencing platforms such as (but not limited to) Microsoft Teams and Zoom and may record interactions between staff and students of Eaton Arrowsmith and retain such video and audio recordings directly or via third parties for quality control, safety and learning purposes. All recordings will be retained, and dealt with in accordance with the School's Privacy Policy.
- Eaton Arrowsmith's Privacy Policy can be found on the Eaton Arrowsmith website: [www.eatonarrowsmith.com/policies-and-procedures](http://www.eatonarrowsmith.com/policies-and-procedures)
- Microsoft's product privacy policy can be found at: <https://privacy.microsoft.com/en-US/privacystatement#mainnoticetoendusersmodule>

### **Jurisdiction**

- This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia and the laws of Canada in force therein without regard to its conflict of law rules. The undersigned agrees that by entering into this Agreement they agree to attorn to the exclusive jurisdiction of the Courts of British Columbia.

### **Indemnity**

- In the event Eaton Arrowsmith incurs any cost, expense or charge or any third party claims against Eaton Arrowsmith in connection with:
  - Student custody, health and wellbeing matters,
  - any cause arising from or as a result of the Student's enrollment in the School, including claims by the Student against the School, or

- collection of tuition fees, applicable late fees and interest charges or any other monies owed to the School arising from the Student's enrollment in the School,

then, in each such case, Eaton Arrowsmith shall be entitled to recover all such amounts from the undersigned, on a joint and several basis, and the undersigned hereby agrees to fully indemnify Eaton Arrowsmith for any amounts paid by or claimed against Eaton Arrowsmith in connection therewith including, without limitation, all amounts paid by Eaton Arrowsmith to legal service providers, collection agencies or court filing fees.