



## Community Programs – Learn4Life Refund and Transfer Policy

The Toronto District School Board (TDSB) will process a full refund if the TDSB receives the written request for refund before the course begins.

Refunds are processed back 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. Allow 4-6 weeks.

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 class begins.

### **For courses five weeks or longer:**

- If you withdraw after the first class, a pro-rated refund (minus a \$15.00 administrative fee per course plus a portion of the material fee if applicable) will be processed if the TDSB receives the request for refund in writing.
- No refunds or transfers will be considered once the second class has started.

**Subsidized courses:** No refunds or transfers will be considered after the class begins. If TDSB cancels the course before it begins, the refund will be issued to the TDSB Learn4Life account.

**Summer Refund Policy:** No refund or transfer requests will be considered after the class begins.

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

**There are two ways to submit requests:**

- Email: [communityprograms@tdsb.on.ca](mailto:communityprograms@tdsb.on.ca)
- On-Line: [www.learn4life.ca](http://www.learn4life.ca)

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

