

Canada Online Academy Refund Policy

Canada Online Academy does not issue refunds of either the Application Fee or the Tuition Fee. Although the student does not begin the course until enrollment procedure completely finishes, the preliminary work in our office has already started the moment when the office receives full application package and approves the enrollment. Within hours, our administrative officers would initiate many tasks including establishing the student's files, activating the student account, contacting and making arrangement with the course teacher to secure the student's place in the classroom, etc.

However, COA will consider issue full or partial refunds in the following situations:

1. The student is no longer able to take the online course due to some emergency situations (e.g., severe illness that needs to be hospitalized for more than 4 weeks; experiencing natural disasters such as earthquake, flooding, etc.)
2. For any reason that COA can no longer provide the agreed-upon courses or services to any particular student.

All refund applications need to be sent to COA as soon as possible if any of the above situation applies. It's the student's responsibility to collect and submit all necessary documents to support the refund application. COA reserves the right to make final decisions regarding any issue of refund.