



The Canada Homestay Network Society

Refund Policy

This document is an excerpt from the CHN Payment Policies and Procedures document.

We understand that some unexpected circumstances may lead to changes that will necessitate a refund of Homestay fees. In all cases, the following policy will apply. All requests for refunds must be made in writing and sent to our accounts office at accounts@canadahomestaynetwork.ca or by fax to 1.416.853.0924.

The following CHN fees are prepaid, and non-refundable:

- a. Homestay Registration Fee;
- b. Custodianship Registration Fee, *if applicable*.

If these fees are not clearly itemized on the invoice, CHN will apply a standard fee of \$500 for homestay registration, and \$250 for custodianship registration.

1. Cancellation prior to Arrival: Individuals

- 1.1. **Individual** students who cancel 30 days or more prior to arrival will be given a FULL REFUND of all fees, less the non-refundable Homestay Registration Fee and Custodianship Registration Fee (if applicable).
- 1.2. **Individual** students who cancel 29 days or less before prior to arrival will receive a full refund minus the non-refundable Homestay Registration Fee, Custodianship Registration Fee (where applicable), one (1) month's homestay host allowance and a \$250 cancellation fee. *If the homestay host allowance is not clearly itemized on the invoice, CHN will apply a standard fee of \$1,000 per month.*
- 1.3. Notwithstanding the 30-day period, if IRCC does not approve the student's Visa or Study Permit, no cancellation fee will be assessed. These students will be given a full refund of all fees, less the non-refundable Homestay Registration Fee and Custodianship Registration Fee (if applicable). To obtain the refund, a request in writing must include the letter of refusal from Canadian Immigration.

2. Cancellation prior to Arrival: Groups of 15 students or more

- 2.1. **Group** students who cancel 30 days or more prior to arrival AND before the match list has been sent will be given a FULL REFUND of all fees.
- 2.2. **Group** students who cancel 7-29 days prior to arrival OR after the match list has been sent will receive a full refund minus the non-refundable Homestay Registration Fee and Custodianship Registration Fee (where applicable).
- 2.3. **Group** students who cancel 7 days or less before the start of the program will receive a full refund minus the non-refundable Homestay Registration Fee, Custodianship Registration Fee (where applicable) and a \$250 cancellation fee.

3. Cancellation After Arrival

- 3.1. **After arrival, students who have prepaid host allowances must give two months notice if they wish to leave the homestay program. Students who have not prepaid for homestay must give three (3) weeks notice if they wish to leave homestay.** Students who cancel or withdraw after arrival will receive a full refund minus the non-refundable Homestay Registration Fee, Custodianship Registration Fee (where applicable), two months' homestay fees (if applicable) and a \$250 cancellation fee. *If the homestay host allowance is not clearly itemized on the invoice, CHN will apply a standard fee of \$1,000 per month.*
- 3.2. Notwithstanding clause 3.1, if a student has applied through a School or School Board, the School or School Board's cancellation policy will apply.

4. Dismissal from the Program

- 4.1. NO REFUND will be granted to a student who is dismissed from the program due to faulty documents, a breach of law, policy, or regulation as determined by the Government of Canada, the Police, CHN, and/or the student's School or School Board.