

“Eaton Arrowsmith” refers to Eaton Arrowsmith and Eaton Arrowsmith Adults locations in Vancouver and Redmond, and Eaton Arrowsmith Learning Centre, 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.

Eaton Arrowsmith Registration Policy (For Enrollments Confirmed on or after December 1, 2021)

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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 1st) to join the school year after September 30th and before October 31st, tuition will be prorated. For students wishing to enroll in advance (before September 1st) and start after November 1st, tuition is prorated as though the student were starting on November 1st, 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.

Please note that 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 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 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.

C. Registration and start dates for 4 Hours a Week students enrolling in a month-to-month payment plan

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 15th 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 5th, or the next business day.*
- ii. Payment is made by credit card.
- iii. Subscriptions will auto-renew until cancelled or until payment is not made.
- iv. Cancellations for the upcoming month must be made by the 1st of the preceding month.
- v. Payment for the upcoming month's tuition should be paid by the student / parent / guardian between the 1st and the 10th of the month, either by automatic payment option or manual payment option. For example, payment for the month of May will be paid between April 1st and April 10th. If there is an issue with a payment, the party responsible for payment will be notified by email.
- vi. Subscriptions will expire for the upcoming month if payment is not received before 12:00pm (noon) on the 15th of the month. For example, if payment for the month of May is not received by April 15th at 12:00pm the student's subscription will expire at the end of April, and at 12pm on April 15th the student's space in the class will open to another student who may start in May.
- vii. Students wishing to rejoin after a subscription expires are not guaranteed a space will be available and will be asked to register again following the registration procedure.

D. 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.

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).

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 1st to the 15th or the 16th to the 31st of the month.
- **Cognitive Intensive Programs:** Fees are not pro-rated.
- **Part-Time / 4 Hours a Week Programs:** Students joining mid-year or mid-term may join on a month to month payment plan until the next year begins.

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 2 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.

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 \$1,400.00 if assessment has been conducted prior to the student's arrival at the school. Refunds, if applicable, will be processed within 90 days.

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. 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.

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. Unused credits 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.

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.

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 12th 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 \$1,400.00 if assessment has been conducted prior to the student's arrival at the school. Refunds, if applicable, will be processed within 90 days.

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, 2022 for the 2022-2023 school year)</i>	Eaton Arrowsmith will retain \$5000, in addition to a \$1,400 Assessment fee for any student assessed as part of that enrollment. The remainder owing is due immediately.
On or after June 1 of the preceding school year <i>(i.e. on or after June 1, 2022 for the 2022-2023 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 \$1500. If less than \$1500 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 student withdrawal:**

School Year Enrollment (not including Summer Sessions)	<p>For withdrawals on or before May 31 of the preceding school year (<i>i.e. on or before May 31, 2022 for the 2022-2023 school year</i>), Eaton Arrowsmith will retain \$1500. The remainder owing is due immediately.</p> <p>On or after June 1 of the preceding school year (<i>i.e. on or after June 1, 2022 for the 2022-2023 school year</i>), no portion of fees paid or owing is refundable under any circumstances. The remainder owing is due immediately.</p>
Month-to-Month Payment Plan	<p>No portion of fees paid is refundable under any circumstances.</p> <p>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>

iv. **Summer Extension Program (onsite) / 4 Hour a Week Summer Sessions (online) student withdrawal:**

More than 90 days before the start date of the student's Summer Extension Program / Summer Sessions Class	<p>Onsite Summer Extension: 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>Online Summer Sessions: Eaton Arrowsmith will retain \$250 per class (a class consists of all sessions at that class time within the month). If less than \$250 has been</p>
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	paid towards the total tuition, the remainder owing is due immediately.
90 or fewer days before the start date of the student's Summer Extension Program / Summer Sessions Class	No portion of fees paid or owing is refundable under any circumstances. The remainder owing is due immediately.

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 \$1,400 for new students assessed as part of their enrollment in that program. Full refunds with the exception of an assessment fee of \$1,400 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.

If you have any questions about our registration policy, please contact our Registrar, Rose McLachlan at rmclachlan@eatonarrowsmith.com or 604-264-8327.

ADDENDUM: Sample Tuition Payment Agreement Terms & Conditions

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

The Undersigned acknowledges and agrees as follows:

Agreement

- Acceptance by the school of the student’s enrollment constitutes an agreement by the Undersigned to pay all tuition fees when due and in accordance with this Tuition Payment Agreement and the terms and conditions of payment.

Deadlines and Payment Terms

- Tuition cannot be transferred outside of the Eaton Arrowsmith group of schools.
- Registration documents and payment are due by **noon on [DATES DIFFER BY PROGRAM AND START DATE]** (Pacific Time), and spaces are subject to availability.
- All fees and payments are denominated in **Canadian Dollars for Canadian sites and online programs or US Dollars for EAA Redmond and are subject to taxes where applicable.**

<p>Full Time, Half Day, and Cognitive Intensive Programs, as well as 4 Hours a Week Program Students with School Year Payment Plans</p> <ul style="list-style-type: none"> • Either a completed preauthorized payment form or post-dated cheques/checks¹ for all installments are required at registration, payable to “[SITE]” • A charge of \$35 will be applied to each returned cheque/check (NSF). • 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. 	<p>4 Hours a Week Students with Monthly Payment Plans</p> <ul style="list-style-type: none"> • 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. • Payment is due on the 1st of the month for the following month's class. • Payments will be processed until canceled, or until payment is not made. • Cancellations for the upcoming month must be made by the 1st of the preceding month. • A student's registration will expire for the following month if payment is declined and not rendered by 12pm 	<p>Onsite Summer Extension Program / Online 4 Hours a Week Summer Sessions</p> <ul style="list-style-type: none"> • 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. • 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.
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¹ Cheque/check payments only available for select sites and programs

<ul style="list-style-type: none"> Any tuition fees outstanding for more than 30 days are subject to interest charges at a rate of 2% per month (24% per annum). Payment for the following year is due when registration opens. 	<p>(noon) Pacific Time on the 15th of the month.</p> <ul style="list-style-type: none"> Eaton Arrowsmith reserves the right to modify monthly fees. Notification will be provided by email 2 months before the new fee is processed. 	<ul style="list-style-type: none"> Any tuition fees outstanding for more than 30 days are subject to interest charges at a rate of 2% per month (24% per annum).
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Withdrawals, Dismissals and Absences

- Tuition fees are not refunded or reduced for days a student is absent or unexpected school closures, and make-up days/sessions are not offered.
- In the event the student withdraws, is expelled, or leaves the school during the school year for any reason, all outstanding tuition represents a debt owed to the school and is immediately due and payable in accordance to the conditions of this Tuition Payment Agreement. The parent, guardian, and/or student is responsible for payment of the full tuition as outlined in the signed tuition payment agreement.
- No portion of fees paid or owing is refundable under any circumstances**, with the exception of some withdrawals made well in advance, and international students denied a study permit (see the Refunds section of the Registration Policy for details).

Conditions

- Eaton Arrowsmith reserves the right, in its sole discretion, to alter, amend, suspend, or modify school programming and operations 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 with no tuition refund in any such event or events.
- Eaton Arrowsmith may also 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 policies, procedures and practices as circumstances may warrant.
- 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

- All information provided to Eaton Arrowsmith must be truthful and complete.
- Any false, inaccurate, incomplete, misleading information provided may lead to dismissal of the student.

Privacy Agreements

- For quality assurance and safety, Microsoft Teams video conferencing interactions between staff and students of Eaton Arrowsmith may be recorded using a video conferencing platform including but not limited to Microsoft Teams and Zoom. The video and audio recording will be retained, and dealt with in accordance with our Privacy Policy. By using the service you agree to these terms.
 - Eaton Arrowsmith's Privacy Policy can be found on the Eaton Arrowsmith website: 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 and the Services provided Eaton Arrowsmith will 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 parties agree that by accepting these terms of service they agree to attorn to the exclusive jurisdiction of the Courts of British Columbia.

The Undersigned acknowledges and agrees to make all payments and have/has read and understood the above guidelines including the Privacy Policy, Registration Policy, School Closure Policy, and site-specific Handbook and/or Code of Conduct available online at: www.eatonarrowsmith.com/policies-and-procedures.