

TUITION REFUND POLICY

PTIRU Institution #4423 | DLI #O266418531812

Policy Title: Tuition Refund Policy

Institution: Story Institute

Effective Date: September 25, 2026

Revision Date: September 25, 2026

Responsibility: Senior Educational Administrator

Applies To: All Story Institute students, instructors, staff, contractors, volunteers, guests and other persons participating in Story Institute activities.

1. POLICY PURPOSE

Story Institute establishes this Tuition Refund Policy in accordance with the Private Training Act and Private Training Regulation of British Columbia, as administered by PTIRU. This policy sets out the minimum tuition and related-fee refund standards applicable to students enrolled in approved programs of instruction.

Where this policy conflicts with a current requirement of the Private Training Act, Private Training Regulation, or a binding direction or determination of the Registrar, the applicable legislation or Registrar direction prevails.

2. PROVIDING THE POLICY BEFORE TUITION IS ACCEPTED

Story Institute will provide the student with a copy of this Tuition Refund Policy before accepting tuition or related fees for an approved program and will post the policy prominently on its website.

3. REFUND CALCULATION

- Refunds are calculated using the tuition amount paid or payable, as applicable, under the student's student enrolment contract.
- Where a scholarship, bursary, discount, rebate, or other tuition reduction applies, the refund calculation is based on the tuition amount paid or payable after that reduction.
- For an enrolment contract covering only a portion of a longer program, the refund calculation is based on the tuition paid or payable under that contract.
- Where the Private Training Regulation specifies how completed instruction hours are measured, Story Institute will apply the regulatory method.

4. MINIMUM REFUND STANDARDS

Circumstance	Timing / Trigger	Maximum Institution Retention
Before start	Within 7 days after both parties sign the contract and before program start.	0% of tuition; 100% refund of tuition and related fees other than permitted application fees.
Before start	More than 7 days after signing and before start.	Up to 10% of tuition, maximum \$1,000.
After start	Within 7 days after start.	Up to 10% of tuition, maximum \$1,000.
After start	After start and up to and including 10% of instruction hours.	Up to 10% of tuition.
After start	More than 10% but before 30% of instruction hours.	Up to 30% of tuition.
After start	More than 30% but before 50% of instruction hours.	Up to 50% of tuition.

Circumstance	Timing / Trigger	Maximum Institution Retention
After start	50% or more of instruction hours.	No refund under minimum standards unless another statutory entitlement or Registrar order applies.

5. INTERNATIONAL STUDENTS — REFUSAL OF STUDY PERMIT

For an international student requiring a study permit, Story Institute will apply the statutory refund rule for a study-permit refusal, including the applicable timing and documentary requirements.

6. STUDENT ENROLLED WITHOUT MEETING ADMISSION REQUIREMENTS

Where a student is enrolled without meeting the approved program's admission requirements, did not misrepresent their knowledge or skills, and the Registrar orders a refund, Story Institute will provide the refund required by the Private Training Regulation.

7. COURSE MATERIALS, EQUIPMENT, UNIFORMS AND RELATED FEES

Where required by the Private Training Regulation, Story Institute will refund eligible fees for materials or equipment that were not received where the applicable withdrawal, dismissal, or no-attendance conditions are met.

8. WORK EXPERIENCE

If an approved program includes a required work experience component and Story Institute fails to provide the required work experience within the statutory timeframe, the institution will provide the refund required by the Private Training Regulation unless the Registrar determines an applicable exception.

9. PAYMENT OF REFUNDS

Where a refund is required, Story Institute will pay the refund to the student or other person who paid the tuition or fee within the period required by applicable legislation. The institution will not delay a required refund solely because an internal administrative process remains outstanding.

10. REFUND DOCUMENTATION

- Maintain the refund calculation in the student record when a refund is due.
- Maintain evidence that the refund was issued.
- Retain documentation supporting the applicable calculation, including the enrolment contract and applicable scholarship, bursary, discount, or rebate information.

11. WITHDRAWAL AND DISMISSAL

A student's withdrawal or dismissal does not eliminate any statutory refund entitlement. Withdrawal procedures are set out in the Withdrawal Policy and dismissal procedures are set out in the Student Dismissal and Code of Conduct Policy.

12. STUDENT DISPUTES

A student who disputes a refund calculation may use Story Institute's Student Dispute Resolution Policy. Nothing in this policy limits a student's rights under applicable legislation.