

# MIILA'S POLICIES ON POSTPONEMENT, CANCELLATION, REFUNDS, CHANGES, AND NO SHOW

## 1. POSTPONEMENT

1.1 Postponing a course or establishing a new start date must be done at least 30 days prior to the previously estimated date in writing via email to [info@miila.com](mailto:info@miila.com). Mandatory information includes the student's complete details, billing code, and the possible incorporation date or month. If the student had obtained a Letter of Acceptance (LOA) or any other document from us in support of the visa application, a visa denial letter must be attached (2.2). If no supporting documents were received from us, the reasons for the postponement can be provided.

**Subsection 1:** Postponements requested after the one-month mark before the start date are possible but will consider the exact month (30 days) following the notification date.

**Subsection 2:** This condition applies to tuition and homestay. Additional services such as materials, airport transfers, insurance, etc., are excluded from this condition and can be postponed at least 3 days before the proposed date.

**Subsection 3:** Students aspiring for courses longer than 6 months must pay for each new LOA required at a cost of CAD 180 in the case of a postponement.

## **2. CANCELLATIONS**

2.1 Course cancellations without refund can be made at any time in writing via email to [info@miila.com](mailto:info@miila.com).

2.2 Cancellation for a refund due to visa denial or official impediment to entering Canada must be made at least 30 days before the defined start date in writing via email to [info@miila.com](mailto:info@miila.com). Details required include the student's complete information, billing code, and evidence of visa denial or any other official government denial preventing entry into Canadian soil.

2.3 Cancellation for a refund due to personal decision or withdrawal must be made at least 30 days before the defined start date in writing via email to [info@miila.com](mailto:info@miila.com). Details required include the student's complete information, billing code, and optionally, reasons for withdrawal. Personal decision cancellations do not lead to total disbursement; refund policies, point 3 will apply.

2.4 Cancellation of additional services other than Tuition and Homestay can be made at any time, except for Airport transfers, whose cancellation must be reported up to 3 days before the scheduled date.

## **3. REFUNDS**

According to section 2 of Miila's Policies on Postponement, Cancellation, Refunds, Changes, and No Show, a student is eligible for a refund as follows:

3.1 100% refund on tuition, accommodation, and other services: For any student with a visa denial letter or official document demonstrating entry impediment to Canada, notifying Miila in writing at least 15 days prior to the course start date, attaching the said documents. Excludes "Registration Fee" and "Accommodation Fee."

3.2 100% refund on tuition, accommodation, and other services: For any student who DID NOT receive an Acceptance Letter or supporting documents from Miila and, for any personal reason, decides not to take the course, notifying Miila in writing at least one month (30 days) prior to the course start date. Excludes "Registration Fee" and "Accommodation Fee."

3.3 50% refund on tuition and accommodation, 100% on other services: For any student with a visa denial letter or official document demonstrating entry impediment to Canada, notifying Miila between 14 and 3 days before the course start date, attaching the cited documents. Excludes "Registration Fee" and "Accommodation Fee."

3.4 30% refund on tuition and accommodation, 100% on other services: For any student with a visa denial letter or official document demonstrating entry impediment to Canada, notifying Miila within the established dates of their course, attaching the said documents. Excludes "Registration Fee" and "Accommodation Fee."

3.5 30% refund on tuition and accommodation, 100% on other services: For any student who did not receive an Acceptance Letter or supporting document from Miila and, for any personal reason, decides not to take the course, notifying Miila between 29 and 1 day(s) prior to the course start date. Excludes "Registration Fee" and "Accommodation Fee."

3.7 In consequence, the following are not eligible for a refund:

- A) Students who, even with evidence of visa denial or entry impediment to Canada, notify Miila after the established course end date.
- B) Students who, due to personal withdrawal, notify Miila or request disbursement after the course start date.
- C) Students who received an Acceptance Letter or documentation from Miila supporting a visa application must demonstrate visa denial or entry impediment to Canadian territory.

3.8 Accommodation Refunds:

- A) If a student withdraws from accommodation after it has begun, written notification to Miila with a minimum of 3 full weeks in advance is required to either change accommodation or receive a refund starting from the 5th week after notification.
- B) Any eligible refund will be processed within 15 business days and reimbursed only to the original payer.
- C) In all cases, "Registration Fee" and "Accommodation Fee" are not eligible for a refund.

## 4. CHANGES

4.1 Changes to Courses:

- 4.1.1 Language, course modality, and schedule changes are allowed without penalties but subject to language, schedules, courses, and availability.

- 4.1.2 The student will keep the higher value in all changes. If transitioning from a discounted rate to a non-discounted rate, it must maintain the non-discounted rate, and vice versa.

- 4.1.3 Any changes in language, schedule, modality, course, or group must be discussed in advance with the Academic Director. Approval of changes is not guaranteed.

- 4.1.4 Payment calculations for changes consider the payment for a 60-hour "Step" and promotions according to schedule. Refunds or returns for changes are not possible. Any excess value in favor of the student is applied to future payments.

#### 4.2 Changes to Homestay:

- 4.2.1 Changing homestay, accommodation, or lodging may be applied due to insurmountable problems attributable to the homestay. The student must report the problem, and Miila will follow the established procedure, which may lead to a change of accommodation without prejudice or costs to the student.

- 4.2.3 Changing homestay may be applied due to the student's personal decision without problems attributable to the homestay. In this case, the student must inform about the decision, and Miila will seek a new homestay starting from 4 weeks after the notification.

#### 4.3 Changes to Other Services:

- 4.3.1 Transportation services to and from the airport can be changed up to 3 days before the previously stipulated dates. After these dates, these services are considered operated or served.

- 4.3.1 No other additional service, except for transportation services to and from the airport, is subject to changes in

individuality. It is understood that these services will change automatically if other changes affecting them are accepted.

## 5. NO SHOW

- 5.1 If there is no prior notification within the terms and conditions expressed here, all services will be considered operated, served, or delivered as the dates stipulated by the student are fulfilled. No operated, served, and delivered service is eligible for a refund.

- 5.2 When the student abandons the course or accommodation without prior notice or is forced to leave Canadian territory by competent authorities, it constitutes a "no show" or operated and delivered services, and consequently, no refund applies.

## 6. OTHER PROVISIONS:

6.1 Any request for postponement, cancellation, refund, or changes must be made in writing to the designated institutional email addresses @miila.com.

6.2 Any request for postponement, cancellation, refund, or changes will be processed and responded to within 3 to 15 business days, depending on the case.

6.3 Any request for postponement, cancellation, or refund received after the agreed-upon start date will not be processed as it is considered a "no show."

6.4 Miila reserves the right to issue refunds in CAD or in the currency of the original payer, as it deems most expeditious.

6.5 Any serious violation of Miila's rules and code of conduct, as well as morality, good manners, and public safety, will automatically terminate the contract, and the service will be considered canceled, withdrawn, operated, or served. Additionally, relevant authorities will be informed if necessary.