



# Cancellation and Refund Policy

## Cancellation Policy

Students may withdraw from their program at the University at any time by submitting a Withdrawal Form to the Registrar by email. Students who withdraw from the program within five calendar days of signing their Enrollment Agreement receive a refund of all monies paid (tuition and fees). Students who withdraw more than five days after signing their Enrollment Agreement but prior to the program commencement date will receive a refund of all monies paid minus the Registration Fee (\$200).

It is the student's responsibility to notify the University of their intention to withdraw via the Withdrawal Form. Lack of engagement (via Canvas learning platform, via coaches or otherwise) is not proof of withdrawal and will not automatically grant the right for a refund. Exceptional circumstances will be considered on a case-by-case basis.

## Refund Policy

Students who withdraw after the program commencement date will be provided a prorated refund, up to 20% of a semester, based on the number of days completed divided by the total days in the semester. Students who withdraw after 20% of the semester is completed (after day one of week four) are not eligible for a refund.

Refunds are made using the original method of payment, within 30 days of the date of withdrawal. Refunds are expected to take up to 5-10 business days, depending on payer's responsiveness to Flywire's compliance process as required to satisfy Anti-Money-Laundering regulations.

Example: If a student, enrolled on Global MBA, who has a term-based installment plan already paid for their first term (\$4,000 USD) withdraws from the program on day 15 of the 16-week term, the student is issued a \$3,480 refund.

Total tuition paid _____	\$4,000
Percent of term completed (15 days completed / 112 rounded to closest whole number) _____	13%
Amount Retained _____	\$520
Refund amount due to student _____	\$3,480

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed as the date of receipt of dully completed Withdrawal Form as per process described above, or as of the date the institution terminates the student's enrollment due to non-attendance, failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; and/or failure to meet financial obligations.



This form is for students who wish to withdraw from their course delivered by KUL. If you have not done so already, please take the opportunity to discuss your reasons for withdrawal with a member of KUL staff to see if we can help you find a way to continue your studies.

We value your feedback and appreciate your sharing of your experiences during your time with us. The information that we receive will help us to continue to enhance our courses and offer support for our students. **Please know that your response is confidential.**

## Student Details

**Student Name**

**Student Number**

**Course**

## Date of Withdrawal

*Please note that the date of withdrawal for the purpose of calculating fees to be refunded, will be considered the date this form is received by KUL. If you were unable to submit the form, please state here why, and confirm your last date of engagement with the course. Please note that KUL will be able to verify this through its Canvas Learning Management System.*

**Date**

**Please confirm that you wish to withdraw and that you do not wish to return to your studies at a later date. If you intend on returning to study at a later date, an Interruption of Study Form should be completed instead.**

## Reason for Withdrawal

In order to help us to understand the reasons for your withdrawal, it would be useful if you could give us the main reason for your withdrawal from the course. There is more space below to provide any additional information that you feel is relevant. Please tick one:

- |  |  |
|--|--|
| 1. Financial reasons   | 5. I have gone into new/more demanding employment                        |
| 2. Health reasons  | 6. I did not feel that the course was suitable for my needs              |
| 3. Family reasons (e.g. caring for a child or relative)          | 7. I did not feel satisfied with my course or the University             |
| 4. I did not feel that KUL was the right place for me in general | 8. I don't have time / I am struggling to balance work, study and family |



### Reason for withdrawal, continued

If you have ticked 5 - 8 above, please provide further details if possible.

Anything else that impacted on your experience at KUL (e.g. if there were additional reasons):

### Transfer

Please indicate here whether you are intending to transfer to another institution to continue your studies.

YES

NO

### Support

Did you access any support while you were at KUL or did you discuss your intention (for example, an academic, Learning Experience Team, enrolment adviser)?

YES

NO

Please provide further details if possible:

Have you discussed your intention to withdraw with someone in the University (for example, an academic, coach, enrolment adviser, fellow student)?

YES

NO

Please provide further details if possible:

Is there anything that could have helped you to complete your course?



## Financials

Depending on the date of withdrawal, there may be financial implications for you, including liability for a proportion of the fees. Please confirm that you have taken steps to ensure that you understand the potential financial implications of your withdrawal.

YES

Please indicate if you would like a clarification of any refunds/fee outstanding.

YES

NO

Student Signature

Date