



# The Canada Homestay Network Inc.

## Refund Policy

*This document represents a simplified 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.*

- 1. The following CHN fees are prepaid, and non-refundable:**
  - a. CHN Standard Services Fee;
  - b. Custodianship Registration Fee, *if applicable*.
  
- 2. Cancellation by Student:**
  - a. If written cancellation notice is received by CHN from the Student 30 days in advance of the arrival date specified in the Student Homestay Application, **no cancellation fees will be applied.**
  - b. If written cancellation notice is received by CHN from the Student **less than 30 days** in advance of the arrival date specified in the Student Homestay Application, or following the student's arrival in Canada, **a \$250 cancellation fee plus two months of Homestay host hospitality fees will be applied.**
  - c. Re-registrations are subject to availability, additional CHN Service fees and changes in CHN Service Fees, without notice.
  
- 3. Cancellation by CHN:**
  - a. If the student is required to leave the program because of faulty documents, failure to obey program rules or being charged with a criminal act in Canada, no refund will be provided.