

Refund Policy – Trinity International School

Trinity International School grants refund only under the conditions outlined below. Please read carefully before completing registration.

1. Eligibility for Refunds

- Refunds may only be requested **in writing by email to school within 24 hours** of online course registration.
- The 24-hour window begins from the official course opening date, which starts at **9:00 AM EST** on the specified **START date** you will receive with your Welcome Package by email.
- The refund will be for the total paid less \$100 non-refundable registration fee per course.
- Prior to the course start date, students will receive a **Welcome Email** containing:
 - TIS login information
 - Welcome package and school policies
 - Student Access Information
 - Course details (**start/end date**, teacher, course code, course title)
 - Refund Policy information
 - School Policy on course submission & Deadlines
 - Your invoice

2. Administration Fee (Non-Refundable)

- A **non-refundable administration fee of \$100 per course** applies to every course registered.
- This fee covers essential administrative work already completed, including:
 - Account activation
 - Enrollment finalization
 - Teacher assignment
 - File creation (electronic and physical)
 - Compliance monitoring with Ministry regulations

Even if the student has not accessed the course, these tasks are completed once registration form received.

3. Students Awaiting a Visa

- If a student chooses to begin any online course(s) while awaiting a student visa, the **standard refund policy will apply**.
- This includes all registration fees, regardless of the registration type (in-person, online, or blended).

- Refunds will **not be impacted by the outcome** of the visa application (approval or rejection) if the student has already started any course while waiting for the visa.
- If the student **has not started any course** and the visa application is rejected, a refund will be issued for the total amount paid, **minus the registration fee for each course registered**, provided the school receives the official visa rejection letter.
- **No refunds** will be granted once a visa has been approved.

4. Questions or Clarifications

If you have questions or require clarification about this policy, please contact the school via email.

5. Additional School Policies

More school policies are available on our **school website/Moodle** system.