

A & J House Refund Policy

1. If the visa is not granted by the Canadian immigration office, there will be a 100% refund minus administrative expenses,
2. If the cancellation of housing is received by A&J House in written form at least one month before the start of accommodation, there will be a refund of 100% less administrative expenses. A \$50 fine will be applied,
3. After you have started a stay, if a student wishes to cancel the service, A&J House must receive 60 days' written notice. If not received, no refund will be made and a \$50 fine will be applied,
4. In case of custody and lodging services, if the student cancels the services after receiving the custody document, there will be a refund of 100% less \$400 of custody and administration expenses,
5. In case of cancellation of custody services after initiation, there will only be reimbursement if the request has been received in writing two months in advance and the request must be signed by the student's parents,
6. In case of cancellation of airport transport service, the request must be received 24 hours in advance for a refund,
7. Any money back will be made in the written form in the service cancellation request and may be taken between 3 to 4 weeks to complete. All refunds will be based on the charges of your own invoice.