

KNOWLEDGE BUREAU

HARDSHIP RELIEF / TUITION REFUND REQUEST FORM

Complete all applicable fields, select the relevant checkbox options, and save a copy before submitting. Please ensure required supporting documentation is enclosed, including medical or other official documentation where hardship relief is requested. This form is intended for requests involving course withdrawal, refund consideration, hardship relief, course completion extensions, or program transfer consideration under Knowledge Bureau policies. **Note:** Refunds are not available for convenience withdrawals after the applicable opt-out period, sponsorships, or non-refundable printed materials.

Date of Request (YYYY-MM-DD):

Reason for Request: Course Withdrawal Refund Request Hardship Relief Extension Transfer

Circumstances:
(For Hardship Only)

Student illness or medical hardship — supporting documentation attached

Illness, terminal illness, or death of an immediate family member — supporting documentation attached

Other exceptional circumstance — details provided in Part 2 below

PART 1: STUDENT INFORMATION

STUDENT NAME		STUDENT ID NUMBER	
COMPLETE ADDRESS			
CITY		PROVINCE & POSTAL CODE	P.C.:
TELEPHONE NUMBER		EMAIL ADDRESS	

PART 2: COURSE / PROGRAM INFORMATION

NAME OF COURSE(S) / PROGRAM(S)					
PROGRAM TYPE	Individual Course	Diploma Program	Designation Program	CE Summit	Workshop/Conf.
DIPLOMA / DESIGNATION PROGRAM					
DATE OF REGISTRATION (YYYY-MM-DD)		REGISTRATION NUMBER			
REQUESTED OUTCOME	Withdrawal	Refund	Extension	Transfer	Other:

REASON FOR REFUND / WITHDRAWAL / HARDSHIP RELIEF REQUEST AND SUPPORTING DETAILS:

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SUPPORTING DOCUMENTATION ATTACHED	Yes No If no, explain:
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CLIENT SIGN-OFF (Electronic Signature / Full Printed Name)		DATE (YYYY-MM-DD)	
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TUITION REFUND & WITHDRAWAL POLICY SUMMARY

ONLINE COURSES WITHDRAWAL POLICY

General Refund Window:

Refunds are available within 7 days of registration only and provided that the student has not completed more than the first chapter of the course. A **\$50.00** administrative fee applies.

- No refunds after 7 days from the registration date.
- Hard copy material fees are non-refundable.

Hardship Relief Policy:

If facing severe hardship (e.g., serious illness, family emergency), you must submit an application letter with supporting documentation (e.g., from a medical practitioner). Available options include:

- **Course Extension:** Request a deadline extension to complete the course at no additional charge over a longer time period.
- **Program Transfer:** Transfer your current registration/program to another individual.
- **Withdrawal & Refund:** Receive a refund (subject to a \$50.00 withdrawal fee), calculated pro-rata based on actual academic progress or elapsed program time, whichever is greater.

WORKSHOPS, SUMMITS & FEES

CE Summits & Workshops:

Tuition is non-refundable, unless hardship relief is granted. If approved, a 50% cancellation fee applies, and the remaining balance may be issued as a credit toward other Knowledge Bureau programs (valid for 1 year from issuance).

Distinguished Advisor Conference (DAC):

Conference fees are non-refundable, unless hardship relief is approved. A 50% cancellation fee applies. Approved cancellation credits may be applied toward other educational programs within 1 year.

- **Hotel Bookings:** All accommodation cancellations or refunds must be arranged directly with the host hotel.

NSF & Credit Card Admin Fees:

- **Declined Credit Cards:** Please contact us immediately with updated payment details to avoid a standard \$45.00 decline fee.
- **NSF Cheques:** Subject to a \$45.00 administrative fee.

REFUND CALCULATION (ONLINE COURSES ONLY)	AMOUNT (\$ CAD)
Program Registration Fee Paid	
Less: Cancellation Fee / Less: Administrative Fee	
Less: Hard Copy Material Fees (if applicable)	
Plus/Minus: Tax Adjustment (if applicable)	
TOTAL REFUND AMOUNT	

PART 3: KNOWLEDGE BUREAU APPROVAL SECTION — FOR INTERNAL USE

DOES REQUEST COMPLY WITH APPLICABLE POLICY?	Yes	No	If no, state reason:
APPLICATION STATUS / DECISION	Approved	Not Approved	More Info Required
APPROVAL NOTES / CONDITIONS			
AUTHORIZED SIGNATORY			DATE (YYYY-MM-DD)
TOTAL AMOUNT OF REFUND (\$ CAD)			REFUND DATE (YYYY-MM-DD)
ISSUED TO (PAYEE NAME)			
MAILING ADDRESS FOR REFUND CHEQUE (IF APPLICABLE)			

SUBMISSION DETAILS: Submit completed form and supporting documents to Knowledge Bureau Inc., Attn: Administration via email: registrar@knowledgebureau.com, fax, or mail: 187 St. Mary's Road, Winnipeg, MB R2H 1J2. Phone: 1-866-953-4769.

Refund Processing: Refunds will be processed within 30 days of approval. Credits are applied to the originator's credit card or issued via electronic transfer within one (1) month after the official date of approval. For inquiries, please contact the Registrar at 1-866-953-4769 or registrar@knowledgebureau.com.