

Homestay Refund Policy

Effective for placements managed directly by Saskatoon International Education. The Refund Policy may be amended by SIE from time to time in its sole discretion and any amendments are effective when posted.

Saskatoon International Education (SIE) works closely with local host families to provide safe, stable accommodation for international students. Homestay placements require advanced planning, host commitments, and guaranteed payments. As a result, homestay fees are subject to the following refund conditions.

All refund requests must be submitted using our [REFUND REQUEST FORM](#). Relevant supporting documentation must be uploaded to the form. E-mail submissions, telephone calls or other refund requests will not be accepted.

NON-REFUNDABLE HOMESTAY FEES

The following fees are **non-refundable under all circumstances**:

- Placement fee: \$500 for a new student; \$250 for returning
- Health insurance fees (once coverage has begun)
- Any required deposits, unless otherwise stated

CANCELLATION BEFORE ARRIVAL

A **full refund of homestay fees paid** will be issued *minus any non-refundable fees* if one of the following applies:

- The student's **Study Permit is refused** by Immigration, Refugees and Citizenship Canada (IRCC)
 - Written proof of refusal is required
- The student is unable to enter Canada due to **government travel restrictions or policy decisions** beyond the student's control

If none of the above applies, written notice of cancellation for personal reasons must be provided to SIE. In such cases:

- Homestay fees already paid will be refunded **minus one month of homestay fees**, which are retained in lieu of notice and to compensate the host family for lost placement opportunity

CANCELLATION AFTER ARRIVAL

a) Involuntary Cancellation (Partial Refund)

A prorated homestay refund may be granted if the student must leave the program due to:

- Changes in law, regulation, or public health orders
- Decisions by the Government of Canada, Government of Saskatchewan, Public Health authorities, or Saskatoon Public Schools

Refunds will be calculated **by full months only**. Partial months are not refundable.

b) Voluntary Cancellation (Partial Refund)

Students who choose to withdraw from homestay for personal reasons after arrival must provide written notice to SIE.

- Homestay fees will be refunded on a **prorated monthly basis**
- **Two full months of homestay fees** will be retained in lieu of notice, regardless of the reason for withdrawal
- Partial months are not refundable

This notice period is required to ensure fairness to host families who have committed to providing care and accommodation.

DISMISSAL FROM PROGRAM – NO REFUND

No homestay refunds will be issued if a student is dismissed due to:

- Misrepresentation or submission of false documentation
- Breach of law, policy, or regulation
- Breach of the SIE general Student Participation Agreement or SIE Student Homestay Participation Agreement
- Decisions by IRCC, law enforcement, Saskatoon Public Schools, or SIE for just cause

EXTENUATING CIRCUMSTANCES

At the discretion of the Director of Saskatoon International Education, a prorated homestay refund **may** be considered in exceptional cases, including:

- Serious illness or death of an immediate family member
- Serious illness requiring the student to return home
- Non-renewal or revocation of a study permit during the program

Supporting documentation is required for all requests under this section.