



## GRT & ION UPass Refund Request Form Submission Guide

Please read the following instructions on how to submit a UPass refund request for the Fall 2021 term. You can only submit a refund request through the GRT & ION UPass Refund Request form: <https://surveyhero.com/c/UPassRefundsF2021>

You must only submit the form ONCE during the opt-out period of **September 7 – 28, 2021**. Information collected in the form will only be used for the purposes of verifying and processing your UPass refund request. Please note that the earlier you submit a request, the sooner we may perform the verification and process your refund.

**Questions?** If you have any questions while completing the form please contact [gsaoffice@uwaterloo.ca](mailto:gsaoffice@uwaterloo.ca) for assistance.

The form will take you through the following steps which will be described in further detail throughout this document.

- Step 1: Provide up-to-date contact information
- Step 2: Select ONE reason for a refund
- Step 3: Upload supporting documents as needed for proof of eligibility
- Step 4: Click "Finish" to complete and submit request

### Step 1: Provide up-to-date contact information

In this section, you will be providing up-to-date contact information for the GSA Office to verify your information and process your refund should you be eligible. The GSA Office will use the provided email for any inquiries related to your form submission.

You will need to enter the following information:

- UW Student ID #
- UW email address
- First name
- Phone number
- Last name
- Current home/mailling address and Canadian Bank Account status

### Step 2: Select ONE reason for a refund

You will be asked to select ONE of the following reasons for submitting a UPass refund request. Depending on the reason selected, you may need to upload supporting documentation as proof of eligibility that will be verified by the GSA Office. The GSA Office will use this information to assess your eligibility for a Fall 2021 term UPass refund. It is recommended that you choose the category in which proof of documentation is most easily obtained and uploaded.

Reasons for a Fall 2021 term UPass refund and required documentation as proof of eligibility:

Reason for Refund	Documentation for Proof of Eligibility
(A) You are a UW student who retains a valid Canadian National Institute for the Blind ("CNIB") registration during the Fall 2021 term.	A valid CNIB Card
(B) You are a UW student who pays fees to UW, but are taking a majority of academic courses at an <b>OUT OF REGION (outside Waterloo Region) University in the Fall 2021 term.</b>	A screenshot of the course enrolment page (on Quest or equivalent) <b>showing enrolment or waitlist status for all UW and out-of-region University</b> courses for the Fall 2021 term
(C) You are a UW student who holds a valid Accessible Parking Permit issued by the Ministry of Transportation of Ontario, and	1. A valid Accessible Parking Permit issued by the Ministry of Transport of Ontario; <b>AND</b>

are registered with UW Parking Services and UW AccessAbility Services at the beginning of the Fall 2021 term.	<ol style="list-style-type: none"> <li>2. A Medical Specific Parking Permit from UW Parking Services; <b>AND</b></li> <li>3. An email from UW AccessAbility Services (or UW Occupational Health) verifying your registration with their Office</li> </ol>
(D) You are a UW student who pays fees to UW, but are considered on <b>professional or academic placement outside the Waterloo Region</b> as part of your degree, which is not considered part of co-operative education.	An email from the placement organization stating your name, placement location, and placement period (e.g., September 1 – December 23, 2021); <b>OR</b> a screenshot from Learn or Quest with the placement location and period indicated.
<p>(E) Other: Exceptional refunds as may, from time to time, be approved (remote learning due to COVID-19 pandemic restrictions, while living outside the Region of Waterloo).</p> <ul style="list-style-type: none"> <li>● <b>Case A:</b> <u>Full-time students who are only taking courses and are completing courses online while LIVING OUTSIDE of the Region of Waterloo</u> due to the pandemic / campus closure.</li> <li>● <b>Case B:</b> <u>Full-time students who are completing thesis research/writing</u> (and may or may not be taking courses) while <b>living OUTSIDE of the Region of Waterloo</b> due to the pandemic / campus closure.</li> </ul>	For both cases, you will need to enter your <b>out of Region of Waterloo home or mailing address</b> ; <b>AND</b> evidence supporting your out of Region of Waterloo residence that includes your name, address, and a recent date (i.e., from the months of June, July, or August). Examples include a phone or hydro bill, a purchase receipt (e.g. Amazon.ca, online store purchase), a paystub, or rental agreement.
(F) You are registered in a research program, have completed your program's required coursework, and are not taking courses in the Fall 2021 term. *Note: You can only apply for option F once per school year (September 1 – August 31).	None. Upon submission of the form under this reason, the GSA Office will contact the Graduate Studies Postdoctoral Affairs (GSPA) Office to confirm your "thesis/writing mode" status and that you are not taking courses in the Fall 2021 term.
(G) You are registered in a course-based program, and are not taking a full course load in the Fall 2021 term. *Note: You can only apply for option G once per school year (September 1 – August 31).	Provide proof that you are not taking a full course load in Fall 2021. This should be either a Proof of Enrollment or a letter from your department that states you are not taking a full course load. The letter should be signed by an authorized staff in your department such as the graduate coordinator, officer, chair, etc.

### Step 3: Upload supporting documents as needed for proof of eligibility

This section will guide you through scanning, uploading, and file naming the necessary documentation for verification as needed.

**Questions?** If at any point you are uncertain about the required documentation, please contact [gsoffice@uwaterloo.ca](mailto:gsoffice@uwaterloo.ca) for assistance BEFORE you submit the form.

### Step 4: Click "Finish" to complete and submit request

Following Step 3, you will be directed to an exit page asking you to click "Finish" in order to submit your refund request.

After submitting, you will receive a "Thank You" message that you can screenshot for your records. **Please be assured that we have received your refund request. We kindly ask that you do not contact the GSA office to confirm receipt of your submission for a refund due to the high volume of emails we receive during this period.**

The GSA will process refunds after the submission deadline has closed. You will be notified in a few weeks by email the status of your refund request. The GSA Office will aim to process verified refunds by the beginning of November 2021.