

## REFUND POLICY

- 1) A student may be entitled to a full or partial refund of tuition fees in the event that:
  - (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
  - (b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

### Refund policy for students:

- 6) Refunds before the program of study begins:
  - (a) If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
  - (b) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
  - (c) Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
- 7) Refunds after the program of study starts:
  - (a) If written notice of withdrawal is received by the institution or a student is dismissed before 43% of the period of instruction specified in the contract has elapsed (i.e. on or before the first day of the

second week of the in-person period of instruction) the institution may retain 25% of the tuition due under the contract.

(b) If written notice of withdrawal is received by the institution, or a student is dismissed after 43% and before 68% of the period of instruction specified in the contract has elapsed (i.e. after the first day of the second week and on or before the first day of the fifth week of the in-person period of instruction) the institution may retain 50% of the tuition due under the contract.

(c) If written notice of withdrawal is received by the institution, or a student is dismissed after 68% of the period of instruction specified in the contract has elapsed (i.e. after the first day of the fifth week of the in-person period of instruction) no refund is due.

*Chart showing refunds after the program of study starts:*

STAGE	WEEK	% REFUND DUE IF STUDENT IS DISMISSED OR WITHDRAWS
PREP	Week 1	75% Refund Due (not including deposit/admin fee)
	Week 2	
	Week 3	
	Week 4	
BOOTCAMP	Week 1	50% Refund Due
	Up to/including Monday of Week 2	
	From Tuesday Week 2 through Weeks 3, 4	
	Up to/including Monday of Week 5	
	After Tuesday Week 5	No Refund Due
	Week 6	
	Week 7	
	Week 8	

8) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

9) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.

10) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

11) Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

1. Sexual assault.
2. Physical assault or other violent acts committed on or off campus against any student.
3. Verbal abuse or threats.
4. Vandalism of school property.
5. Theft
6. Academic dishonesty/Cheating

In the case of immediate dismissal during the in-person period of the bootcamp, i.e. after 33% of the program of study specified in the contract has elapsed, no refund is due.