



COURSE REFUND POLICY

A written notice of cancellation may be delivered in any manner, provided that the date on which the notice is delivered is verifiable.

The notice of cancellation is deemed to be effective from the date it is delivered.

The refund to which an attendee is entitled is calculated on the total course fee. Where total course fee has not yet been collected, the institution is not responsible for refunding more than has been collected to date and an attendee may be required to make up for monies due.

If the institution has received fees in excess of the amount it is entitled to, the excess amount must be refunded.

Refund policy for course attendees:

If written notice of cancellation is received by the institution 30 days or more before the commencement of the course, the institution may retain 10% of total course fee. If written notice of cancellation is received by the institution less than 30 days before the commencement of the course, the institution may retain 20% of the total course fee.

Refunds after the course starts:

If written notice of cancellation is received by the institution or an attendee is dismissed up to and including 10% of the course has elapsed, the institution may retain 30% of the course fee. If written notice of cancellation is received by the institution, or an attendee is dismissed where more than 10% and up to and including 30% of the course has elapsed, the institution may retain 50% of the course fee. If an attendee cancels or is dismissed where more than 30% of the course has elapsed, no refund is required.

Refunds owed to attendees must be paid within 30 days of the institution receiving written notification of cancellation, or within 30 days of an institution's written notice of dismissal.

REVISED 5/21/2023