

SOUTHWEST FIRE ACADEMY		POLICY 400-010.2 Revision 2	
POLICY	SECTION: 400 - Student		
	TITLE: Student Refunds – Rebooking Fees – Non-Voc		
	Date Approved: January 15, 2016		Revision Dates: March 26, 2018
Subject: Student Refund Policy			
Scope: This policy applies to all students of the Southwest Fire Academy			
Purpose: To establish a policy for refund in accordance with the Private Career Colleges Act 2005			
Procedure: <p>Students are entitled to a full refund if they withdraw from a program within 2 days of registering.</p> <p>After this two-day period, a student withdrawing from the program more than 14 days before it begins is entitled to receive a full refund of fees paid minus 20% of the total fees for the program (to a maximum of \$500).</p> <p>If a student withdraws within 14 days of the course start date they will be entitled to a credit toward future training in the amount of the total registration fees paid minus 20% of the total fees for the program (to a maximum of \$500.00).</p> <p>If a student does not show up for the training, there will be no refund.</p> <p>If the student withdraws from a program after the program begins, there will be no refund.</p> <p>To ensure that there is a clear understanding that a student has withdrawn, the student shall notify Southwest Fire Academy in writing. Students do not have to give a reason for their withdrawal from a program. The letter can be sent by e-mail, registered mail or delivered in person. All refunds must be paid in Canadian dollars. Refunds must be paid within 30 days of a student's notice of withdrawal from the program.</p>			

References:

None

Notes:



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