

SOUTHWEST FIRE ACADEMY		POLICY 400-010 Rev.003	
POLICY	SECTION: 400 - Student		
	TITLE: Student Refunds – Non-Vocational		
	Date Approved: January 15, 2016		Current Revision Date: January 01, 2024
Subject: Student Refund Policy			
Scope: This policy applies to all students of Southwest Fire Academy registered in non-vocational courses			
Purpose: To establish a policy for refunds for non-vocational courses			
Procedure: Students are entitled to a full refund if they withdraw from a program within 2 days of registering online and SFA receiving payment for the course. After this two-day period, a student withdrawing from the program or course 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 course (to a maximum of \$500). 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 course (to a maximum of \$500). If a student does not show up for the training or withdraws after the program begins, there will be no refund. To ensure that there is a clear understanding that a student has withdrawn, the student shall notify Southwest Fire Academy in writing.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 reason for their withdrawal from a program. The letter can be sent by email, 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.			

References:

None

Notes:



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