

SOUTHWEST FIRE ACADEMY		POLICY 400-001 Rev.006	
POLICY	SECTION: 400 - Student		
	TITLE: Student Refunds – Rebooking Fees		
	Date Approved: January 15, 2016		Current Revision Date: March 08, 2024
Subject: Student Refund Policy			
Scope: This policy applies to all students of Southwest Fire Academy			
Purpose: To establish a policy for refund in accordance with the Ontario Career Colleges Act 2005			
Procedure: <p>Students are entitled to a full refund if they withdraw from a program within two days of signing their enrolment contract. After this two-day period, a student withdrawing from the program before it begins is entitled to receive a full refund of tuition fees paid minus 20% of the total fees for the program (to a maximum of \$500).</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To ensure that there is a clear understanding that a student has withdrawn, the student shall notify Southwest Fire Academy in writing.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 email, registered mail, or delivered in person. Being told that an international student has been denied a study visa is the same as receiving a written notice of withdrawal.</p> <p>If the student withdraws from a program after the program begins (before twelve months have passed), the student may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by Southwest Fire Academy. Southwest Fire Academy will retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by Southwest Fire Academy.</p> <p>No refunds will be granted if a student withdraws from the program twelve months or more beyond the registration date, coinciding with the expiration of registration. The student is allotted twelve months to complete the program entirely. Upon expiration of</p>			

this period, all fees paid shall be retained by Southwest Fire Academy and are non-refundable. To continue participation in the program, the student must initiate a new application, subject to all fees as outlined in the new application/contract.

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 or within 45 days of the start of the program if a contract is cancelled because a student does not attend classes.

Withdraw During Bootcamp:

If a student withdraws from the program during the bootcamp portion, there will an additional charge applied to the refund calculator of \$2000.00 for all costs attributed to the scheduled bootcamp.

Bootcamp Rescheduling Fees:

Should a student be required to rebook a scheduled bootcamp for any reason, there shall be a charge as outlined below:

- Cancellation / Absent to Modules A-D with 5 days (or less) of notice \$100.00
- Cancellation less than 6 weeks from start of boot camp \$500.00
- Cancellation less than 4 weeks from start of boot camp \$1000.00
- Cancellation less than 2 weeks from start of boot camp \$1500.00
- Unsuccessful Academic Performance – Second Boot Camp Required \$4000.00
- Course Incomplete – Attendance – Second Boot Camp Required \$4000.00

See SFA Form 400-006

References:

Ontario Career Colleges Act 2005
SFA Form 400-006 Academic Performance and Attendance Form
SFA Form 400-001.10 Student Enrollment Contract – Vocational January 2024
SFA Policy 400-002 SFA Student Enrolment Procedure - Vocational

Notes: