



SOUTHWEST FIRE ACADEMY

POLICY 400-001
Rev.006

POLICY

SECTION: 400 - Student

TITLE: Student Refunds – Rebooking Fees - Vocational

Date Approved:

January 15, 2016

Current Revision Date:

June 29, 2026

Subject:

Student Refund and Rebooking Policy

Scope:

This policy applies to all students of the Southwest Fire Academy

Purpose:

To establish a policy for refund in accordance with the Ontario Career Colleges Act, 2005.

Procedure:

Rebooking

Once your enrollment has been confirmed, you may request to rebook your Bootcamp if needed. Rebooking is subject to course availability and must comply with the contractual requirement to complete your program within one year of your original enrollment date. If rebooking into a new calendar year, additional fees may apply.

Rebooking Fees:

- \$500 – If rebooking is requested after enrollment but before the Program Start Date.
- \$1,000 – If rebooking is requested after the Program Start Date but 30 days Prior to the Bootcamp Start Date.
- \$1,500 – If rebooking is requested within 30 days of the Bootcamp start date.
- \$4,000 – If rebooking is requested after the Bootcamp has started, or due to unsuccessful academic performance or incomplete course requirements.

Please note: All rebooking requests are reviewed on a case-by-case basis, and availability in future sessions is not guaranteed.

Refunds

This Refund Policy summarizes student refund rights under the **Ontario Career Colleges Act, 2005** and **Ontario Regulation 353/23**. Nothing in the Contract limits or replaces a student's rights under the Act or its Regulations. Where there is any conflict between this Contract and applicable legislation, the legislation shall prevail.

1. Full Refund

A student is entitled to a full refund of all fees paid where required under the Ontario Career Colleges Act, 2005, including, but not limited to, the following circumstances:

- The student withdraws in writing within two (2) days of receiving a signed copy of this Enrollment Contract.
- Southwest Fire Academy discontinues the program or loses approval to deliver the program before the student completes it.
- Fees were collected contrary to the Ontario Career Colleges Act, 2005.
- The student is expelled in a manner that does not comply with the Academy's Expulsion Policy.
- The Contract is void or the Academy fails to comply with legislative requirements that require a full refund.

2. Refund Prior to the Program Start Date

A student is entitled to a refund of all tuition paid, less the \$500 Service Fee, if:

- The student withdraws in writing before the program start date.
- The student fails to satisfy the admission requirements before the program begins.
- The student does not attend the program within the first fourteen (14) days and the Academy cancels the Enrollment Contract in accordance with the Act.
- A Canadian study permit is refused before the program midpoint. Written proof of the refusal is deemed to be written notice of withdrawal.

3. Refunds After the Program Starts

Where a student withdraws or is expelled after the program begins:

- **Before the Program Midpoint:** The student is entitled to any refund required under the Ontario Career Colleges Act, less the non-refundable \$500 Service Fee and any earned fees.
- **After the Program Midpoint:** No refund is available.

Program Midpoint

For the Firefighter Pre-Service Program, the program midpoint is **11:59 p.m. on the calendar day immediately preceding the first day of the in-person Bootcamp.**

Earned fees are calculated based on the proportion of instruction delivered up to the effective date of withdrawal or expulsion.

4. Additional Refund Provisions

- Southwest Fire Academy charges only compulsory fees authorized under the Ontario Career Colleges Act, 2005. Any compulsory fee collected in error will be refunded upon written request.

- Refunds will be issued in Canadian dollars within the timelines prescribed by the Ontario Career Colleges Act and Ontario Regulation 353/23.
- Refunds will not be withheld to recover costs for services unrelated to the vocational program.
- Students have a maximum of twelve (12) months from the date of enrollment to complete the program. Once the registration period expires, the Enrollment Contract is considered complete, all fees paid become non-refundable, and a new application and Enrollment Contract are required to continue the program.

5. Withdrawal Procedure

A student may withdraw from the program at any time by providing written notice to Southwest Fire Academy by email, registered mail, or in person. No reason for withdrawal is required.

Where a Canadian study permit is refused, written proof of the refusal is deemed to constitute written notice of withdrawal.

References:

Ontario Career Colleges Act, 2005

Ontario Regulation 353/23