# Paul Mitchell The School Orlando

## INSTITUTIONAL REFUND POLICY

This policy applies to all terminations for any reason, by either party, including Student decision, course or program cancellation, or school closure.

- Any monies due the applicant or Student shall be refunded within 30 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
    - An applicant is not accepted by the School. This applicant shall be entitled to a refund of all monies except a non-refundable application fee.
    - A Student (or in the case of a Student under legal age, their parent or guardian) cancels the enrollment agreement and demands his/her money back in writing, within three (3) business days of signing the enrollment agreement regardless of whether or not the Student has actually started training. In this case all monies collected by the School shall be refunded except a nonrefundable application fee.
    - A Student who cancels the enrollment agreement after three (3) business days of signing the enrollment agreement, but prior to entering classes. In this case, the Student is entitled to a refund of all monies paid to the School less an application fee of $25.00.
    - A Student notifies the institution of his/her official withdrawal in writing.
    - A Student on an approved leave of absence notifies the School that they will not be returning. The date of withdrawal determination shall be the earlier of the scheduled date of return from the leave of absence or the date the Student notifies the School that the Student will not be returning.
    - Official cancellations or withdrawal, as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school administrator/owner in person.
- A Student is expelled by the institution.
- Unofficial withdrawals for clock hour Students are determined by the school through monitoring clock hour attendance at least every fifteen (15) calendar days and a determination is made to withdraw a Student who has been absent from school for fourteen (14) or more consecutive calendar days. The refund calculation will be based on the student last date of attendance.
- Monies paid for student kit is non-refundable unless the student cancels within 3 (three) business days of signing the enrollment agreement or the Student cancels prior to entering class.
- Any monies due a Student who withdraws from the institution shall be refunded within thirty (30) calendar days of a determination that the Student has withdrawn, whether official or unofficially.
- When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the school may make a settlement that is reasonable and fair to both parties.
- All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, that are not included in the tuition price are stated and any non-refundable items are identified.
- For Students who terminate prior to completion, an administration fee in the amount of $100.00 will be assessed.
- If the School cancels a course and/or program subsequent to a Student’s enrollment, and before instruction in the course and/or program has begun, the School shall either provide a full refund of all monies paid or provide completion of the course and/or program.

- If the School cancels and ceases to offer instruction of a course and/or program after the Student has enrolled and instruction has begun, the School shall either provide a pro rata of all monies paid or provide completion of the course and/or program.
- A Student's account may be sent to collections for nonpayment.
- If the School closes permanently and no longer offers instruction after a Student has enrolled and instruction has begun, the School will provide a pro rata refund of tuition to the Student.

The following refund table distribution is used for all applicants due a refund. Upon withdrawal, drop or termination, a Student may owe tuition or be entitled to a refund based on the Student scheduled hours:

| **Percentage Length Scheduled to Complete to Total Length of Course and/or Program** | **Amount of Total Tuition Owed to the School** |
|---|---|
| 0.01% - 100% | % of hours scheduled |