



# Ontario College of Reflexology

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C20-1008

## Refund Policy

Any request for a refund is subject to the following conditions:

- **No refunds** will be issued for cancellations by the student **less than 48 hours** (2 days) before the start of the scheduled course.
- **No refunds** will be issued after the first class has started.
- Course or course fee or any portion thereof is **not transferable**.
- For distance education courses, **no refunds** will be issued once the student's course package has been shipped out.
- All requests must be submitted in writing and sent by registered mail to the above address showing reason for withdrawal.
- Refunds **will only be considered** for medical reasons (accompanied by a letter from the student's medical practitioner) or other hardship or exceptional circumstances.
- Any fees paid other than the tuition or course fees (such as textbooks or shipping costs) are **non-refundable**.
- An administrative fee of **15%** of the total tuition or course fee will be deducted from any refunds (if issued) for *In-Class Courses*.
- An administrative fee of **25%** of the total tuition or course fee will be deducted from any refunds (if issued) for *Distance Courses*.
- If the course or other fees have not been paid and a student withdraws, he or she is still liable for that portion of tuition fees applicable at the time of withdrawal.
- Missed classes will **not** be considered for refunds. It is the student's responsibility to make arrangements with their teacher to make up missed classes in another class session.

## Examination Policy:

- Students who miss or fail to keep an appointment (without 48 hours notice) for a written or practical examination or mid-term practical assessment will be required to pay an examination fee of \$60.00 Cdn. per examination or assessment missed to the college. Examination fees are subject to change without notice.
- The college reserves the right to determine if the reason given by the student for failing to keep an appointment is valid or not.
- Failure to pay the examination fee when required will result in withholding the student's examination marks and certificate if successfully completed.
- It is the student's responsibility to book an appointment with the teacher or examiner for the written and practical examinations and mid-term practical assessments.