

STUDENT CANCELLATION & REFUND POLICY

REFUND POLICY

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

Rejection: An applicant rejected by the school is entitled to a refund of all monies paid.

Notice of Cancellation: The student may only cancel his or her enrollment by giving Notice of Cancellation prior to the beginning of the course of study for which the Student has enrolled under this agreement. A student is considered to have begun the course of study under this agreement upon the earliest of the following events: (1) the Student's using the enrollment key in the online course management system for Online education; (2) the first day of any live class in which the student is enrolled.

Notice of Cancellation must be sent by United States Postal Service certified mail to the School at:

Institute of Advanced Medical Esthetics

405 England Street Ashland VA 23005

The school will not accept delivery of the Notice of Cancellation by hand, by courier, or by any means other than United States certified mail. Notice of Cancellation must be *either*:

- (1) postmarked no later than three business days (weekends and Federal holidays excluded) from the date of this agreement; *or*
- (2) received by the School prior to the beginning of the course of study for which the Student has enrolled under this agreement.

Three Day Cancellation: An applicant who provides written notice of cancellation within three (3) business days excluding weekends and holidays, of executing the enrollment agreement is entitled to a refund of all monies paid, excluding the \$100 non-refundable registration/enrollment fee.

Other Cancellations: An application requesting cancellation more than three (3) days after executing the enrollment agreement and making an initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less a maximum tuition fee of 15% of the stated cost of the program or \$100, whichever is less.

Termination by the School: The date the student is terminated by the school will be used to calculate the refund. (See termination policy.)

Course/Program Cancellation or School Closure: If the institution is permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student OR provide course completion through a pre-arranged teach out agreement with another institution. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. If the course is cancelled after students have enrolled and instruction has begun, the school shall provide a pro rata refund, for all students transferring to another school based on the hours accepted by the receiving school OR provide completion of the course OR participate in a Teach-Out Agreement OR provide a full refund of all monies paid.

Withdrawal Procedure:

A. A student choosing to withdraw from the school after the commencement of classes is to provide a written notice to the Director of the school. The notice must include the expected last date of attendance and be signed and dated by the student. This notice of withdrawal must be sent by United States Postal Service certified mail to the School at:

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405 England Street Ashland VA 23005

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B. If special circumstances arise, a student may request, in writing, a leave of absence, which should include the date the student anticipates the leave beginning and ending. If a student does not resume attendance at the institution on or before the end of an approved leave of absence, the institution must treat the student as a withdrawal and the date that the leave of absence was approved should be considered the last date of attendance for refund purposes.

C. A student will be determined to be withdrawn from the institution if the student misses 4 consecutive instructional days and all of the days are unexcused.

D. All refund will be submitted within 45 days of the determination of the withdrawal date.

E. Any non refundable fees will be stated as such.

Proportion of Total Program Taught by Withdrawal Date	Tuition Refund	Tuition owed
Up to 25%	75% of program cost	25% owed
25.001-50%	50% of program cost	50% owed
50.001-75%	25% of program cost	75% owed
75.001% or more	No Refund	100% owed

a. A student who enters the school but withdraws or is terminated during the first quartile (25%) of the program shall be entitled to a minimum refund amounting to 75% of the cost of the program.

b. A student who withdraws or is terminated during the second quartile (more than 25% but less than 50%) of the program shall be entitled to a minimum refund amounting to 50% of the cost of the program.

c. A student who withdraws or is terminated during the third quartile (more than 50% but less than 75%) of the program shall be entitled to a minimum refund amounting to 25% of the cost of the program.

A student who withdraws after completing more than three quartiles (75%) of the program shall not be entitled to a refund.