Paul Mitchell The School Roanoke

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.

- Refunds for Students Enrolled Prior to Visiting the Institution. Students who have not visited the school facility prior to enrollment have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment.
- Any monies due the applicant or student shall be refunded within 45 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 Student shall be entitled to a refund of all monies paid to the School.
    - A student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her contract and demands his/her money back in writing, within three (3) business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded. This policy applies regardless of whether or not the student has actually started training.
    - A student who cancels his/her contract after three (3) business days of signing the enrollment agreement but prior to entering classes is entitled to a refund of all monies paid to the school.
    - A student notifies the institution of his/her official withdrawal in writing.
    - A student is expelled by the institution.
    - For official cancellations 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.
    - Monies paid for student kit is nonrefundable unless the student cancels within three (3) business days of signing the enrollment agreement or the student cancels prior to entering class.
- Any monies due a student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 30 days and a determination is made to withdraw a student who has been absent from school for 14 or more consecutive calendar days; the withdrawal date that will be used in this calculation is the student's actual last date of attendance.
- 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, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment agreement.
- For Students who terminate prior to completion, an administration fee in the amount of $100.00 will be assessed.
- For a student on a leave of absence 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.

- If a course and/or program is cancelled 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 a course and/or program is cancelled and ceases to offer instruction after the student has enrolled and instruction 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 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.

Upon withdrawal, drop or termination, a student may owe tuition or be entitled to a refund based on his/her scheduled hours.

Refund Policy for Programs Obligating Students for Periods of 12 Months or Less

The refund policy for students attending non-public institutions who incur a financial obligation for a period of 12 months or less is as follows:

(i) During the first 10% of the period of financial obligation, the institution refunds at least 90% of the tuition;
(ii) After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution refunds at least 50% of the tuition;
(iii) After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution refunds at least 25% of the tuition; and,
(iv) After the first 50% of the period of financial obligation, the institution may retain all of the tuition.