# Paul Mitchell The School Memphis

## 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 to the 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:
    - A Student is not accepted by the School. This Student shall be entitled to a refund of all monies paid to the School except a non-refundable application fee.
    - A Student (or in the case of a Student under legal age, their parent or guardian) cancels their agreement and demands their money back in writing, within three (3) business days of signing the enrollment agreement regardless of whether the student has actually started training. All monies collected by the School are refundable except a non-refundable application fee.
    - A Student who cancels their agreement after three (3) business days of signing the agreement but prior to entering classes. In this case, is entitled to a refund of all monies paid to the School less a non-refundable application fee of $25.00.
    - A Student notifies the School of their official withdrawal in writing.
    - 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.
    - 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.
    - A Student is expelled by the School.
    - Monies paid for Student kit is non-refundable 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 to a Student who officially or unofficially withdraws from the School shall be refunded within 45 days of a determination by the School that the Student has withdrawn without notifying the School. 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 kit purchase agreement.
- 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 provide a full refund of all monies paid within 45 days notice of course and/or Program cancellation.
- 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 pro-rata refund of all monies paid within 45 days of notice to the student; or provide completion of the course and/or Program; or participate in a Teach-Out Agreement.

- For Students who terminate prior to completion, an administration fee in the amount of $100.00 will be assessed.
- 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 Students due a refund. Upon withdrawal, drop or termination, a Student may owe tuition or be entitled to a refund based on their 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 |