Paul Mitchell The School Reno

VA INSTITUTIONAL REFUND POLICY

- Each postsecondary educational institution shall have a policy for refunds which at least provides:
  - That if the institution has substantially failed to furnish the training program agreed upon in the enrollment agreement, the institution shall refund to a student all the money the student has paid.
  - That if a student cancels his or her enrollment before the start of the training program, the institution shall refund to the student all the money the student has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or $100, whichever is less.
  - That if a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program,the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or $100, whichever is less.
  - That if a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.
- If a refund is owed pursuant to subsection 1, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:
  - Date of cancellation by a student of his or her enrollment;
  - Date of termination by the institution of the enrollment of a student;
  - Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
  - Last day of attendance of a student, whichever is applicable.
- Books, educational supplies or equipment for individual use are not included in the policy for refund required by subsection 1, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes must be resolved by the Administrator for refunds required by this subsection on a case-by-case basis.
- For the purposes of this section:
  - The period of a student’s attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student’s last day of actual attendance, regardless of absences.
  - The period of time for a training program is the period set forth in the enrollment agreement.
  - Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees