

<b>SOUTHWEST FIRE ACADEMY</b>		<b>POLICY 400-010 Rev.002</b>	
<b>POLICY</b>	<b>SECTION:</b> 400 - Student		
	<b>TITLE:</b> Student Refunds – Non-Vocational		
	<b>Date Approved:</b> January 15, 2016		<b>Current Revision Date:</b> November 11, 2019
<b>Subject:</b>  Student Refund Policy			
<b>Scope:</b>  This policy applies to all students of the Southwest Fire Academy registered in non-vocational courses			
<b>Purpose:</b>  To establish a policy for refunds			
<b>Procedure:</b>  Students are entitled to a full refund if they withdraw from a program within 2 days of registering online and SFA receiving payment for the course. After this two-day period, a student withdrawing from the program before it begins is entitled to receive a full refund of fees paid minus 20% of the total fees for the course.  Students are not considered registered until payment has been received, an online registration without payment does not reserve a spot in the course.  <b>Personal Protective Equipment, Textbooks, Online Course Materials and Uniforms are non-refundable once issued to the student.</b>  To ensure that there is a clear understanding that a student has withdrawn, the student shall notify Southwest Fire Academy in writing. Students do not have to give a reason for their withdrawal from a program. The letter can be sent by e-mail, fax, registered mail or delivered in person. Being told that an international student has been denied a study visa is the same as receiving a written notice of withdrawal.			

All refunds must be paid in Canadian dollars. Refunds must be issued within 90 days of a student's notice of withdrawal from the program or within 45 days of the start of the program if a course is cancelled.

**References:**

**Notes:**



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