

<b>SOUTHWEST FIRE ACADEMY</b>		<b>POLICY 400-001 Revision 2</b>	
<b>POLICY</b>	<b>SECTION:</b> 400 - Student		
	<b>TITLE:</b> Student Refunds – Rebooking Fees		
	<b>Date Approved:</b> January 15, 2016		<b>Revision Dates:</b> March 26, 2018
<b>Subject:</b>  Student Refund Policy			
<b>Scope:</b>  This policy applies to all students of the Southwest Fire Academy			
<b>Purpose:</b>  To establish a policy for refund in accordance with the Private Career Colleges Act 2005			
<b>Procedure:</b>  <p>Students are entitled to a full refund if they withdraw from a program within 2 days of signing their enrolment contract. 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 program (to a maximum of \$500).</p> <p>To ensure that there is a clear understanding that a student has withdrawn, the student shall notify Southwest Fire Academy in writing.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.</p> <p>If the student withdraws from a program after the program begins, the student may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by Southwest Fire Academy. Southwest Fire Academy will retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by Southwest Fire Academy.</p> <p>All refunds must be paid in Canadian dollars. Refunds must be paid within 30 days of a student's notice of withdrawal from the program or within 45 days of the start of the program if a contract is cancelled because a student does not attend classes.</p>			

**Withdraw During Bootcamp:**

If a student withdraws from the program during the bootcamp portion, there will an additional charge applied to the refund calculator of \$2000.00 for all costs attributed to the scheduled bootcamp.

**Bootcamp Rescheduling Fees:**

Should a student be required to rebook a scheduled bootcamp for any reason, there shall be a charge in accordance with Table 1.1:

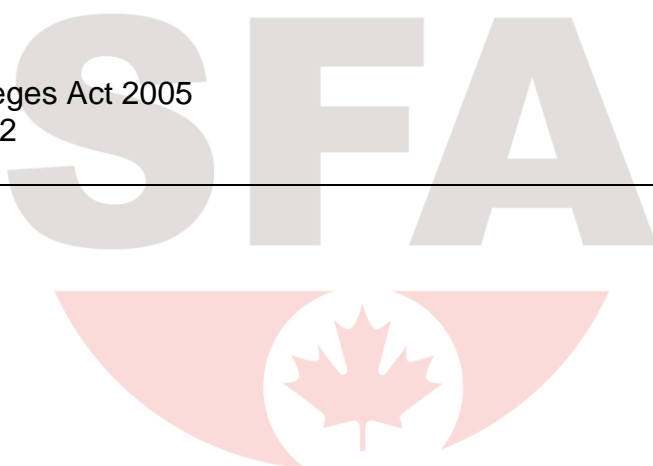
Cancellation less than 6 weeks from start of boot camp	\$ 500.00
Cancellation less than 4 weeks from start of boot camp	\$1000.00
Cancellation less than 2 weeks from start of boot camp	\$1500.00
Unsuccessful Academic Performance – Second Boot Camp Required	\$ 3500.00
Course Incomplete – Attendance – Second Boot Camp Required	\$ 3500.00

See SFA Form 400-006.2

**References:**

Private Career Colleges Act 2005  
SFA Form 400-006.2

**Notes:**



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