

## OVCMT TUITION & FEES REFUND POLICY

The tuition and fee refund policy is subject to the minimum requirements set out under the Private Training Act by the Private Training Institution's Regulatory Unit (PTIRU). If the terms of this policy conflict with or are silent on a matter addressed under this Act, those under the Act will prevail.

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| <b>All institution (OVCMT) application fees are non- refundable.</b>                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                       |
| <b>Before the program start date, institution receives a notice of withdrawal or provides notice of dismissal (applies to all students)</b>                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>No later then 7 days after the student signed the enrolment contract, and</li> <li>Before the contracted program start date.</li> </ul>                                                                                                                                                                                                                                                                  | 100% tuition and all related fees, other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials. |
| <ul style="list-style-type: none"> <li>More than 7 days after the student signed the enrolment contract, and</li> <li>before the contracted program start date.</li> </ul>                                                                                                                                                                                                                                                                      | Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract                                                                                                 |
| <b>After the program start date, institution receives a notice of withdrawal or provides notice of dismissal (applies to all students)</b>                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                       |
| No later than 7 days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal                                                                                                                                                                                                                                                                                                            | Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract                                                                                                 |
| After the program start date, up to and including 10% of instruction hours in the enrolment contract have been provided.                                                                                                                                                                                                                                                                                                                        | Institution may retain up to 10% of tuition paid or payable under a contract                                                                                                                          |
| After the program start date, and after more than 10% but before 30% of instruction hours have been provided                                                                                                                                                                                                                                                                                                                                    | Institution may retain up to 30% of tuition paid or payable under a contract                                                                                                                          |
| After the program start date, and after more than 30%, but before 50% of instruction hours in the enrolment contract, have been provided.                                                                                                                                                                                                                                                                                                       | Institution may retain up to 50% of tuition paid or payable under a contract                                                                                                                          |
| After the program start date, and after more than 50% of instruction hours in the enrolment contract have been provided.                                                                                                                                                                                                                                                                                                                        | No refund due.                                                                                                                                                                                        |
| <b>After the program start date, Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):</b>                                                                                                                                                                                                                                              |                                                                                                                                                                                                       |
| Student does not attend the first 30% of the program.                                                                                                                                                                                                                                                                                                                                                                                           | Institution may retain up to 50% of the tuition paid under a contract                                                                                                                                 |
| <b>Institution receives a refusal of study permit (applies to international students requiring a study permit):</b>                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul> | 100% tuition and all related fees, other than application fee.                                                                                                                                        |

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| <b>Student enrolled in a program without having met the admission requirements for the program: (applies to all students)</b>                                                                                                                                                                      |                                                                |
| If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.                                                                                                                             | 100% tuition and all related fees, including application fees  |
| <b>Student enrolled in a program and the Institution does not provide a work experience : (applies to all students)</b>                                                                                                                                                                            |                                                                |
| The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.                                                                                     | 100% tuition and all related fees, other than application fees |
| <b>An institution must refund fees charged for textbooks or other course materials, including equipment and uniforms, if the student does not receive these course materials <u>and</u> any of the following apply: (applies to all students)</b>                                                  |                                                                |
| <ul style="list-style-type: none"> <li>• The student provides a notice of withdrawal to the institution</li> <li>• The institution provides a notice of dismissal to the student</li> <li>• The student does not attend any of the first 30% of the hours of instruction of the program</li> </ul> |                                                                |
| The institution must pay the tuition or fee refund <b>within 30 days</b> after receiving notice of withdrawal or refusal of study permit as applicable. (applies to all students).                                                                                                                 |                                                                |

## OVCMT STORE & RETAIL REFUND POLICY

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| Applicable to all OVCMT retail sales, textbook orders, and supply orders.                                                                                                                                                                                        |
| Textbooks, massage supplies, and retail items purchased via OVCMT are final sale and non-refundable unless the item is defective and was not marked as such.                                                                                                     |
| <p>OVCMT branded items are final sale.</p> <p>Exchanges for another size may be made providing the original OVCMT pricing tags are still present on the item and it is in the original condition it was sold, and it is within 30 days of the original sale.</p> |