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| Implementation Date: | Sep 1, 2010 |
| Senior Education Administrator | |
| PRAC Registrar | |
| Date of Last Revision: | May 21, 2021 |

Overview

We understand that the program is not for everyone, and that some may change their minds after registering and/or taking a portion of it. **Clearmind requires written notice of withdrawal from the Student and will provide written notice of dismissal.** If a student is considering withdrawing from the program, the student is requested to inform their Instructor(s) of their intent to withdraw. Once they have spoken with their Instructor(s) and planned the date of their final goodbye with their classmates, they need to send a notice of withdrawal, by email, to registrar@clearmind.com and educationaladmin@clearmind.com. Students will continue to be charged until they notify the office directly in writing at registrar@clearmind.com, regarding their intention to withdraw. In the unlikely case of dismissal of a Student by Clearmind, the Student will only be held financially responsible for the portion of the program that has taken place prior to their dismissal.

Note: There is a delineation between applicants and students cancelling their application prior to class commencement and choosing to withdraw after classes have started. This policy addresses only tuition refunds and withdrawal references. Please see the Program Cancellation Policy for details on cancellations prior to class commencement and associated refunds.

Policy:

- 1) This policy is subject to the minimum requirements set out by PTIB.
- 2) In this policy:
 - a) All dollar amounts are in Canadian funds.
 - b) Clearmind International Institute Inc. is subsequently identified as "Clearmind".
- 3) A Student may be entitled to a refund of tuition fees paid to Clearmind in the event that:
 - a) The Student provides written notice to Clearmind that he or she is withdrawing from the program; or
 - b) Clearmind provides written notice to the Student advising that the Student has been dismissed from the program.
- 4) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 5) Written withdrawal notification must be provided to the PRAC Registrar to support an accurate assessment of tuition fees due or refundable under the contract.
- 6) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

- 7) Failure to provide written notice of withdrawing to the PRAC Registrar or the Senior Educational Administrator, regardless of whether withdrawing has been discussed with an Instructor, will be deemed as having 'withdrawn without notice' if the student refrains from attending classes. The Attendance Policy in the Student Handbook provides more information.
- 8) The refund amount to which a Student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, Clearmind is not responsible for refunding more than has been collected to date and a Student may be required to make up for monies due under the contract.
- 9) If Clearmind has received fees in excess of the amount it is entitled to under the Student contract, the excess amount will be refunded.
- 10) Refund policy for Students:
 1. As the program is provided solely through distance education, if Clearmind provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - (a) Equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, Clearmind may retain up to 30% of the tuition due under the student enrollment contract.
 - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, Clearmind may retain up to 50% of the tuition due under the student enrollment contract.
 - (c) and after 30% of the hours of instruction to be provided during the contract term have been provided, Clearmind may retain/collect all of the tuition due under the student enrollment contract.
 2. As Clearmind provides the program solely through distance education and when Clearmind receives a student's notice of withdrawal and:
 - (a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, Clearmind may retain up to 30% of the tuition due under the student enrollment contract, or
 - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, Clearmind may retain up to 50% of the tuition due under the student enrollment contract.
 - (c) and after 50% of the hours of instruction to be provided during the contract term have been provided, Clearmind may retain/collect all of the tuition due under the student enrollment contract.
 3. Clearmind will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to Clearmind or Clearmind provides a notice of dismissal to the student.

4. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - (a) of the date Clearmind receives a student's notice of withdrawal,
 - (b) of the date Clearmind provides a notice of dismissal to the student,
 - (c) of the date that the PRAC Registrar provides notice to Clearmind that Clearmind is not complying with section 2 of this policy, or
 - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.