



REFUNDS IN THE CASES OF WITHDRAWAL OR DISMISSAL

Refunds will be issued in the format of original method of payment. All materials must be returned to alive Academy accompanied by a written notice of withdrawal before any refund is issued. For prepaid courses in a diploma program that have not yet commenced, refunds will only be issued if all materials are returned unused and unopened within one year of payment.

Written notice must be provided by:

- (a) a student to alive Academy when the student withdraws, and
- (b) alive Academy to the student where alive Academy dismisses a student.

Refund entitlement is calculated on the total fees due under the Enrollment Form (contract). Where total fees have not yet been collected, alive Academy is not responsible for refunding more than has been collected to date.

Refunds before the course/program start date:

- (a) If written notice of withdrawal is received by alive Academy less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, alive Academy may retain the lesser of 10 percent of the total fees due under the contract or \$100.00.
- (b) If written notice of withdrawal is received by alive Academy of Natural Health thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, alive Academy may retain the lesser of 10 percent of the total fees due under the contract, or \$500.00.
- (c) If written notice of withdrawal is received by alive Academy less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, alive Academy may retain the lesser of 20 percent of the total fees due under the contract, or \$1000.00.

Refunds after the course/program start date:

- (a) If written notice of withdrawal is received by alive Academy, or a student is dismissed, within 10 percent of the period of instruction specified in the contract, alive Academy may retain 30 percent of the total fees due under the contract.
- (b) If written notice of withdrawal is received by alive Academy, or a student is dismissed, after 10 percent and before 30 percent of the period of instruction specified in the contract, alive Academy may retain 50 percent of the total fees due under the contract.
- (c) If a student withdraws or is dismissed after 30 percent of the period of instruction specified in the contract, no refund will be issued.