# Paul Mitchell The School Little Rock

## INSTITUTIONAL REFUND POLICY

When a Student ceases enrollment at Paul Mitchell the School - Little Rock, tuition will be refunded on a prorated basis according to the official date of withdrawal—until the Student has completed 50% of the time scheduled in their enrollment agreement. Once the Student has reached 50% of their scheduled hours, no amount of tuition will be refunded.

This refund policy applies to tuition charges only; it does not apply to cost of the Student kit or to any fees.

1. **Official Withdrawals:** Any monies due to the Student shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
    - A Student is not accepted by the School. This Student shall be entitled to a refund of all monies paid to the School except a non-refundable application fee.
    - A Student (or in the case of a Student under legal age, his/her parent or guardian) cancels his/her enrollment agreement and demands his/her money back in writing, within three (3) business days of signing the enrollment agreement. In this case all monies collected by the School shall be refunded except a non-refundable application fee. This policy applies regardless of whether or not the Student has actually started training.
    - A Student who cancels his/her enrollment agreement after three (3) business days of signing the enrollment agreement but prior to entering classes is entitled to a refund of all monies paid to the School less a non-refundable application fee of $50.00.
    - A Student notifies the institution of his/her official withdrawal in writing.
    - A Student is expelled by the institution.

For official cancellations as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification, or the date this information is delivered to the School administrator/owner in person.

Charges for the Student kit are non-refundable unless the Student cancels within 3 (three) business days of signing the enrollment agreement or the Student cancels prior to entering class.

2. **Unofficial Withdrawals:** Any monies due a Student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the Student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 15 days and a determination is made to withdraw a Student who has been absent from School for 14 or more consecutive calendar days; the withdrawal date that will be used in this calculation is the Student's actual last date of attendance.
3. When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the School may make a settlement that is reasonable and fair to both parties.
4. All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the kit purchase agreement and/or enrollment agreement.
5. If a course and/or Program is cancelled subsequent to a Student's enrollment, and before instruction in the course and/or Program has begun, the School shall provide a full refund of all monies paid within 45 days notice of course and/or Program cancellation.

6. If a course and/or Program is cancelled and ceases to offer instruction after the Student has enrolled and instruction has begun, the School shall either provide a pro-rata refund of all monies paid within 45 days of notice to the student; or provide completion of the course and/or Program; or participate in a Teach-Out Agreement.
7. For Students who terminate prior to completion, an administration fee in the amount of $100.00 will be assessed.
8. A Student's account may be sent to collections for nonpayment.
9. If the School closes permanently and no longer offers instruction after a Student has enrolled and instruction has begun, the School will provide a pro rata refund of tuition to the Student.
10. The date of withdrawal determination for a Student on a leave of absence who does not return shall be the earlier of the scheduled date of return from the leave of absence or the date the Student notifies the School that the Student will not be returning.

The following refund table is used for all Students due a refund. Upon withdrawal, drop, or termination, a Student may owe tuition or be entitled to a refund based on his or her scheduled hours:

| **Percentage Length Completed (Scheduled) to Total Length of Program and/or Course** | **Amount of Total Tuition Owed to the School** |
|---|---|
| 0.01% - 4.9% | 20% |
| 5% - 9.9% | 30% |
| 10% - 14.9% | 40% |
| 15% - 24.9% | 45% |
| 25% - 49.9% | 70% |
| 50% and over | 100% |