

 <p>Policies and Procedures</p>	Number: 1208	Title: Refund Policy		
	Last Revision:	May 5, 2026		
	Effective:	May 6, 2016	Next Review:	May 2027

Policy:

All students have a right to withdraw from training at Mountain Transport Institute Ltd. (MTI). As well MTI has the right to dismiss any students as per our student dismissal policy.

Scope:

The scope of this policy covers students attending or enrolled in a program at MTI who have been dismissed or wish to withdraw from their program.

Principles:

Refunds are provided to students in cases of withdrawal or dismissal as per the following:

1. Written Notice:
 - a) To initiate a refund, written notice must be provided:
 1. By a student to the institution when the student withdraws, or
 2. By the institution to the student where the institution dismisses a student.

2. Refund Entitlement:
 - a) Refund entitlement is calculated on the total fees due under the contract, less the non-refundable application or registration fee and textbook fees. These total fees are considered tuition and refer to the:
 1. first 8 weeks of The Platinum MTI Way MELT Class 1 Driver Training program;
 2. 7 weeks of the The MTI Way MELT Class 1 Driver Training program;
 3. total hours of any part time package.
 - b) Where total fees have not yet been collected, the institution 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.

3. Refund policy for students:
 - c) Refunds before the program begins:

1. If written notice of withdrawal is received by the institution before the commencement of the training, the institution will retain the 10% non-refundable deposit.
2. If the deposit was not yet paid, the institution will not request payment.
- d) Refunds after the **Platinum MTI Way MELT Class 1** programs starts:
 1. If written notice of withdrawal is received by the institution, or a student is dismissed, within 25% of the first 8 weeks of the program (prior to 17:30 hours of the last day of training of week 2), the institution may retain 30% of the tuition due under the contract.
 2. If written notice of withdrawal is received by the institution or a student is dismissed, after 25% and before 40% of the first 8 weeks of the program (prior to 17:30 hours of the first day of training of week 4) the institution may retain 50% of the tuition due under the contract.
 3. If a student withdraws or is dismissed after 40% of the program, no refund will be issued.
- e) Refunds after the **MTI Way MELT Class 1** programs starts:
 1. If written notice of withdrawal is received by the institution, or a student is dismissed, within 25% of the program, the institution may retain 30% of the tuition due under the contract.
 2. If written notice of withdrawal is received by the institution or a student is dismissed, after 25% and before 40% of the program, the institution may retain 50% of the tuition due under the contract.
 3. If a student withdraws or is dismissed after 40% of the program, no refund will be issued.
- c) Refunds after the **part time** program starts:
 1. If written notice of withdrawal is received by the institution, or a student is dismissed, within the first 25% of the total hours of training package, the institution may retain 30% of the tuition due under the contract.
 2. If written notice of withdrawal is received by the institution, or a student is dismissed, after 25% and before 40% of the total hours of training package, the institution may retain 50% of the tuition due under the contract.
 3. If a student withdraws or is dismissed after 40% of the total hours of training package, no refund will be issued.
4. Other Refund Policy Requirements:
 - f) Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, and has chosen not to continue with part-time training, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee and textbook fee.

- g) Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
- h) Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

The Application/Registration fees and textbook fees are non-refundable.