

 <p>MTI MOUNTAIN TRANSPORT INSTITUTE LTD</p> <p>Policies and Procedures</p>	Number: 1401	Title: Refund Policy - International Program		
	Last Revision:	May 2026		
	Effective:	July 12, 2017	Next Review:	August 2026

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. Refunds are provided to students who have withdrawn or been dismissed from any program at MTI. Refunds are calculated based on the total fees due, less the non-refundable application fees, textbook fees and archiving fees.

Scope:

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

Principles:

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

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

2. Refund Entitlement:

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 full 27 weeks of the International MTI Way MELT program.

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:

Refunds before a program begins:

- If written notice of withdrawal is received by the institution within seven (7) calendar days after the student is registered, and before the

commencement of the period of instruction, the institution will retain the non-refundable application fee.

Refunds after the '**International MTI Way MELT**' program starts:

- If written notice of withdrawal is received by the institution, or a student is dismissed, within 25% of the full program, the institution may retain 30% of the tuition due under the contract.
- If written notice of withdrawal is received by the institution or a student is dismissed, after 25% but before 40% is completed, the institution may retain 50% of the tuition due under the contract.
- If a student withdraws or is dismissed after 40% of the program is completed, no refund will be issued.

4. Other Refund Policy Requirements:

- a) 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 training, the institution must refund all fees paid under the contract, less the non-refundable application or registration fee and any textbook fees.
- b) 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.