



## **Pull Focus Film School - Refund Policy**

The following refund policy is in accordance with the By-Laws of the Private Career Training Institutions Agency "PCTIA".

To be considered for a refund, you must submit a written notice of withdrawal to Pull Focus Film School by mail, fax, email, or hand delivery to a Pull Focus Administrator. Non-attendance does not constitute notice of withdrawal.

Refunds are calculated only on the Tuition Fee and are based on days of education provided excluding weekends and holidays.

### **1) Refunds before the program of study starts:**

a) If written notice of withdrawal is received by Pull Focus Film School within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

b) If written notice of withdrawal is received by Pull Focus Film School 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$350.

c) If written notice of withdrawal is received by Pull Focus Film School less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$700.

### **2) Refunds after the program of study starts:**

a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.

b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.

c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund will be issued.

**3) Student Authorization Related Withdrawals (International Students):**

(Note: an international student is a person who is not a Canadian Citizen or landed immigrant or has been determined under the Immigration Act to be a Convention Refugee).

Pull Focus Film School will retain 10% of the Tuition Fee due under the contract or \$400 - whichever is lesser - from international students who apply for and:

(a) are denied authorization from Citizenship and Immigration, or;

(b) do not receive authorization prior to the start of program study, provided that ;

(i) the student notifies Pull Focus Film School of the circumstances before the first day the program is scheduled to begin, and;

(ii) the student, within a reasonable time, provides documentation of the circumstances.

(c) If you withdraw or are dismissed after 30% or more of the Program's duration, no refund will be issued.

**4) Other Refund Policies**

Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee