

Withdrawal and Refund Policy

If a student decides to withdraw from The Institute of Holistic Nutrition (IHN) program, he/she must provide a dated, written, notice of withdrawal to a Campus Manager/Senior Education Administrator. Refunds are calculated under PTIB Bylaw 3.2.8, in accordance to IHN's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing. This policy also applies to international students whose application for a study permit has been denied.

IHN has adopted the tuition and fee refund policy requirements established by the Private Training Institutions Branch (PTIB) Bylaws.

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - (a) more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - (b) after the contract start date
 - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - (a) before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

- (a) the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
 8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - (a) of the date the institution receives a student's notice of withdrawal,
 - (b) of the date the institution provides a notice of dismissal to the student,
 - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
 - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.
 9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
 - (b) the program is provided solely through distance education.

Additional Considerations

- All students must remit a \$500 non-refundable Registration & Assessment fee to complete their registration. The non-refundable Registration & Assessment fee is valid for up to one year, after which time the registration is null and void
- Upon program commencement, the deposit and tuition paid to date is valid for up to five years from the program withdrawal date and may be used towards the regular diploma program only
- If an individual withdraws, or does not pursue enrolment into courses, for over a period of five years, all Nutrition-related courses must be retaken due to the current nature of the course material
- An individual has up to ten years to complete the program from the initial start date. International students must complete the program within the duration of their valid study permit, otherwise an extension to one's study permit is required to continue full or part-time studies at IHN
- Students who wish to drop a course must do so before the 30 percent mark of the course duration. As long as this protocol is followed, the course is recorded as a drop and no extra fees are incurred. However, dropping out of a course after the 30 percent mark is recorded as incomplete "INC" and will result in the student having to pay for retaking the course at the time of registration

Changing Tuition Plan Options

1. Student must choose a tuition plan option at time of registration.
2. Once student enrolment contract has been signed, student may only make a tuition plan option change once in relation to options B through D without penalty.
3. Any additional tuition plan option changes must be in writing, and will incur a charge of \$50+GST.
4. At any time, student may switch to Tuition Payment Plan Option A by paying the remainder of the balance owing without penalty.