

OVCMT Refund Policy

Registered Massage Therapy and Spa Practitioner Programs

The tuition and fee refund policy is subject to the minimum requirements set out under the Private Training Act. In the event that the terms of this policy conflict with or are silent on a matter addressed under this Act, those under the Act will prevail.

The tables and information below show the circumstances in which tuition must be refunded. Note: The effective contract date for a student enrolment contract is the later of:

- The date the student or representative of the student signed, or
- The date the institution signed.

Circumstance	Tuition Refund Entitlement
<ul style="list-style-type: none">• A student is enrolled in an approved program:<ul style="list-style-type: none">◦ Without having met the admission requirements, and◦ Without having misrepresented his/her knowledge or skills when applying	100% tuition refund and a 100% refund of all fees
<ul style="list-style-type: none">• A student (other than a distance education student) does not attend the first 30% of the program	Institution may retain up to 50% of the tuition
<ul style="list-style-type: none">• The institution does not provide all the work experience hours of a program within 30 days of the contract end date, <u>and</u>• The student does not attend the work experience.	100% tuition refund

Work experience-related refund: No refund is required if an institution offers a work experience component and a student does not attend or if a student fails to meet the criteria to complete the work experience program (e.g. by failing a class).

Circumstance	Tuition Refund Entitlement
Institution receives a notice of withdrawal from a student, or an international student delivers a refusal of study permit:	
<ul style="list-style-type: none">• No later than seven days after the student and institution signed the enrolment contract, and• Before the program start date.	100% tuition refund
<ul style="list-style-type: none">• Between the date the contract was signed and the start date of the program, where that period is less than seven days	100% tuition refund
<ul style="list-style-type: none">• More than seven days after the student and institution signed the enrolment contract, and at least 30 days before the program start date	Institution may retain up to 10% of tuition, to a maximum of \$1,000

Circumstance	Tuition Refund Entitlement
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and less than 30 days before the program start date 	Institution may retain up to 20% of tuition, to a maximum of \$1,300
<ul style="list-style-type: none"> After the contract start date and up to and including 10% of instruction hours have been provided 	Institution may retain up to 30% of tuition
<ul style="list-style-type: none"> After the contract start date, and after more than 10% but before 30% of instruction hours have been provided 	Institution may retain up to 50% of tuition
Institution delivers a notice of dismissal to a student:	
<ul style="list-style-type: none"> Up to and including 10% of instruction hours have been provided 	Institution may retain up to 30% of tuition
<ul style="list-style-type: none"> More than 10% but less than 30% of the instruction hours have been provided 	Institution may retain up to 50% of tuition
Student withdraws or is dismissed from a distance-education-only program:	
<ul style="list-style-type: none"> When the student has received an evaluation for completing up to 30% of the program 	Institution may retain up to 30% of the tuition
<ul style="list-style-type: none"> When the student has received an evaluation for completing 30% to 50% of the program 	Institution may retain up to 50% of the tuition

Updated April 2019

Okanagan Valley College of Massage Therapy (OVCMT) 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.

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:

- of the date OVCMT receives a student's notice of withdrawal,
- of the date OVCMT provides a notice of dismissal to the student,
- of the date that the registrar provides notice to OVCMT that the institution is not complying with section 1(c) or 2 of this policy, or
- after the first 30% of the hours of instruction if section 3 of this policy applies.

If an international student delivers a copy of a refusal of a study permit to OVCMT 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:

- 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 the Registered Massage Therapy Diploma or Spa Practitioner program is provided solely through distance education.