VICTORIA ACADEMY OF DRAMATIC ARTS

TRAINING ACTORS FOR FILM & TV

Refund Policy

Victoria Academy of Dramatic Arts

Refund Policy	25/01/12
Name of Policy	Implementation Date
Administrator	01/01/13
Position(s) Responsible	Date of Last Revision

Policy:

Refunds before the program of study begins:

i) If written notice of withdrawal is received by the institution within 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 5% of the total tuition and fees due under the contract to a maximum of $250.00.
ii) If written notice of withdrawal is received by the institution 30 calendar 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 the lesser of 10% of the total tuition due under the contract, or $1,000.00.
iii) If written notice of withdrawal is received by the institution less than 30 calendar days before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was signed, the institution may retain 20% of the total tuition due under the contract, or up to $1,300.00.

Refunds after the program of study starts:

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

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

1. Refund Entitlement
    a) Refund entitlement is calculated on the total tuition and fees due under the contract, less the applicable non-refundable application or registration fee.
    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.

Procedure:

1. All students are provided a copy of the Refund Policy with their Student Contracts.
2. In the event of a refund request, the institution's receptionist refers all inquiries to the school Administrator.
3. The Administrator discusses the refund policy with the prospective or current student.
4. After the meeting or conversation with the student, the Administrator determines the amount of the refund and tells the student how much will be refunded and when.
5. The Administrator or the bookkeeper facilitates the refund process by refunding the student and providing a receipt to the student.