

## Refund Policy and Buyer's Right to Cancel

Southeastern Technical Institute will comply with the policy that applies at the time of the student's enrollment. The student has the right to cancel the initial enrollment agreement until midnight of the fifth business day after the student has been admitted. If the right to cancel is not given to any prospective student at the time the agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund of all monies paid to date within 30 days of cancellation. Notice of cancellation should be made in writing: Director, Southeastern Technical Institute at 250 Foundry Street, South Easton, MA 02375. Phone: 508.230.1374.

1. When a student gives notice of cancellation, the school shall charge the amount of at least the following for each semester:
  - a. The student will be refunded their seat deposit in full if they withdraw for any reason before the first day of class.
  - b. When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the first semester, the school may retain 10% of the tuition, and 10% of fees, and 100% of the cost of the Toolkit if applicable
  - c. When a student has completed in excess of 5% of the first semester the school may charge part of the tuition and other course fees in accordance with the following:
    - (1) During the first 20% of each semester, the school shall charge at least 30% of the tuition and fees for that semester and 100% of the cost of the cost of the toolkit.
    - (2) During the second 20% of each semester, the school shall charge at least 60% of the tuition and fees for that semester and 100% of the cost of the cost of the toolkit.
    - (3) During the third 20% of each semester, the school shall charge at least 90% of the tuition and fees for that semester and 100% of the cost of the cost of the toolkit.
    - (4) In cases of withdrawal after 60% of the semester, the school will charge tuition and other course fees in full for that semester and 100% of the cost of the cost of the toolkit.
2. Students who receive books through the book voucher program will be charged in full for all books they receive. Books are non-returnable and non-refundable.
3. Any case which hardship or where other circumstances beyond the control of the student exist, preventing them from completing the course, the school shall make a reasonable and fair settlement for both parties.
4. For withdrawn students, all refunds are calculated based on the date of withdrawal and will be paid within thirty days of the documented drop date (date of determination). The documented drop date is determined according to whichever of the following applies:
  - a. by the date of written notice from the student;
  - b. by the date of administrative/faculty withdrawal
  - c. the date the student exceeds the attendance policy if no notice is given.
5. Students entitled to a refund do not need to submit a written notice of cancellation in order to receive their refund. The unexplained absence of a student from school for more than 5% of program length shall constitute constructive notice of cancellation to the school. For purposes of cancellation, the date shall be the date the student exceeds the attendance policy.
6. The school shall refund all monies paid in any of the following circumstances:

- a. the school did not provide the prospective student with a copy of the student's valid enrollment agreement and access to a current course catalog and student handbook;
- b. the school cancels or discontinues the course of instruction in which the student has enrolled;
- c. the school fails to conduct classes on days or times scheduled, detrimentally affecting the student.

**Notice of Student Rights**

1. You may cancel your contract for school as described in the refund policy and buyer's right to cancel that will be given to you upon enrollment, within the Enrollment Agreement. Read the cancellation information for an explanation of your cancellation rights and responsibilities. If you lose your Enrollment Agreement, ask the school for a copy.
2. You have the right to stop school at any time and you have the right to receive a prorated rate for the part of the program not completed. Your rights are described in the Enrollment Agreement. If you lose your Enrollment Agreement, ask the school for a copy.
3. If you have any complaints, questions, or problems with the school, which cannot be resolved by direct negotiation with the school in accordance to its written grievance policy, call or write to: Massachusetts Department of Elementary and Secondary Education (ESE), Educator and School Development Division, Office for Career/Vocational Technical Education, 75 Pleasant Street, Malden, MA 02148-4906 Phone: 781.338.3955 / Fax 781.338.3950 or Commission of the Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350 Telephone: 770.396.3898 / Fax: 770.396.3790 / [www.council.org](http://www.council.org)