

**REFUND/CANCELLATION AND TRANSFER POLICY**

This refund/cancellation and transfer policy is designed to provide some flexibility for our students while preventing lost enrolments and the cost of increased administration. It can be very difficult to fill vacated enrolment spaces less than 14 days prior to a course start date.

**COURSE TRANSFERS**

At RoadCraft, we know scheduling your time and knowing your future schedule can be challenging. That is why we allow you to register for training without confirming a course date if you wish. However, once you *have* confirmed a course date, the following policies apply:

1. **One** transfer to another available course date is permitted prior to the confirmed course start date, provided the request is made more than (14) fourteen days before the currently scheduled course begins.
2. Requests to transfer from one course to another with less than (14) fourteen days notice before your confirmed course start date is subject to a transfer fee of \$100 + applicable taxes.
3. Seven (7) days prior to your confirmed course start date, and after your course has commenced, transfers will no longer be considered, and the student will be liable for the entire course fee.
4. If a student requires additional course date transfers at any time prior to seven (7) days before the start of their confirmed program date, a \$100 transfer fee plus applicable taxes will apply for each subsequent transfer. Additional transfers will be at RoadCraft's discretion.

All transfer fees are non-refundable.

**REFUNDS**

1. Cancellation/refund requests made at least (14) fourteen days prior to course start will receive a full refund less \$100 + applicable taxes. NO REFUND will be issued after that date for any portion of the course.
2. Students who fail to attend and/or notify us (14) fourteen days before start of scheduled course are liable for the entire course fee.
3. No refund will be given once the course has commenced.

All refund requests must be in writing and submitted within 60 days from course commencement date.

**TRAINING DISMISSAL POLICY**

RoadCraft Motorcycle Academy is committed to providing effective safety education and training to each student who enrolls in its courses. The inappropriate or disruptive actions of one student can impair our ability to maintain the quality of instruction to other students and their safety. The Academy, therefore, reserves the right to dismiss any student from further participation in any course of instruction for just cause. The Academy also reserves the right to withhold any refunds or tuitions from a student whose behaviour results in dismissal.

A student may be dismissed from any class or program of studies by the Instructor conducting such class, for any of the following reasons:

1. Behaviour, which significantly disrupts the progress of the course of instruction or prevents the Instructor from providing adequate attention to other students.
2. Excessively loud, rude, obscene or offensive dialogue or terminology.
3. Aggressive or threatening behaviour towards the Instructor or any other student.
4. Abuse of Academy property or equipment, or that of any sponsoring organization or rented premises, where the course is not conducted on Academy premises.
5. Horseplay or other deliberate action of an unsafe nature that jeopardizes the safety of other students an Instructor or staff member of RoadCraft Motorcycle Academy.
6. Unwanted advances towards the Instructor, another student or staff of a suggestive or sexual nature.
7. Bullying or harassment of another student, an Instructor or staff member of RoadCraft Motorcycle Academy or any other organization where the courses are being conducted, whether directed at elements of gender, race, religion creed or ability.
8. Consistent tardiness or absenteeism, which affects the student's ability to maintain an adequate standard or fulfill the required attendance criteria.
9. Any other cause of similar nature and impact as to justify dismissal for the preservation of good order and training or the protection of students, Instructors or staff, as may be determined by the Instructor in charge at the time.

Where a student is dismissed from any class, the following procedures shall apply:

1. The Instructor shall advise the student that he/she is being dismissed from further participation in the class and reasons for such dismissal.
2. The Instructor shall advise the student that a written report of the dismissal and the reasons for it will be prepared and forwarded to the Academy's Supervisor of the specific program, and the student's employer, the police or a regulatory agency, if and where appropriate.
3. The Supervisor shall review such reports in a timely fashion and determine what further actions may be necessary under the circumstances, and what refunds of tuition may be made, if any.
4. The student will be notified, in writing, within 30 days of the Supervisor's decision.
5. The student shall have the right to appeal the Supervisor's decision under the Academy's Dispute Resolution Policy.