

## Payment and Refund Policy

**Please note:**

- All registration and course fees are paid to the Reflexology Association of Canada (RAC).
- There are no taxes for course fees as these are educational fees and are tax exempt. GST or HST must be paid on all RAC membership fees, joining fees, products, and other services.
- Each teacher will assist his/her student in filling out the registration form to ensure accuracy of information before the form is sent to RAC.
- Each student is required to read this Payment and Refund Policy to understand the commitment they are undertaking before registering for courses.

### 1. General

- Pre-registrants will be given priority where space is limited.
- Students must become (or be) members of the Association at the time that they register for any RAC course.
- In the event of a withdrawal, a teacher must collect the manual, workbook, chart(s) and model, as applicable.

### 2. Course Fees

The course fees (subject to change) are as follows, plus any applicable taxes:

- Foot Reflexology Certification course: \$1205.00 (GST/HST exempt), \$75.00 + GST/HST non-refundable application fee and a student membership fee of \$75.00 + GST/HST.

**\*Included in the price:** course manual, home study workbook, mandatory course review, one written and one practical exam, one time RAC joining fee and RAC student membership for one year (which includes local RAC chapter joining fee).

**Not included in the price:** The cost of a professional reflexology session (receipt must be presented at final practical exam).

### 3. Course and Joining Fees

The course and joining fees must be paid in full at the time of registration for a RAC course.

### 4. Methods of Payment

Certified Cheque, Money Order, Debit, Discover, Visa or MasterCard. Personal cheques and cash are not accepted for course fees.



**5. Notice of Withdrawal**

Notice of withdrawal by a student to RAC must be made first by telephone and confirmed in writing and the “Course Withdrawal Request” Form will be provided to the student at this time.

**6. Limit of Refund**

Where total course fees have not been fully collected, RAC will not repay any more than the amounts paid.

**7. Refunds Before the Course Starts**

- i. If a student provides written notice of withdrawal thirty (30) days or more before the start of the course:
  - a) For the Foot course RAC will refund the membership fees and course fees less \$200.00 administration fee and the \$75.00 plus GST/HST non-refundable joining fee.
- ii. If RAC receives notice of withdrawal less than thirty (30) days before the start of the Foot course or the student does not attend the course, RAC will retain 100% of all fees paid. Further consideration will be given to people with special circumstances as outlined in section 10 of this policy. Students must contact both RAC and the teacher for any withdrawal made less than 30 days before the start of the course as outlined in section 5.
- iii. In (ii) above, where special circumstances apply, students may elect to receive a full credit for fees retained and may use the credit subject to a \$75.00 plus GST/HST reinstatement fee for a future course up to one year following the date of their original course commencement. If a student fails to reschedule within the one year period, RAC will retain all paid fees.
- iv. If a student is dismissed as per section 14 of this policy, no refund or credit will be given to the student.

**8. Refunds After a Course Starts**

There are no refunds after a course starts. Further consideration will be given to people with special circumstances as outlined in section 10 of this policy.

**9. Refunds to Foreign Students**

- i. RAC will refund all course fees, except \$200.00, to foreign students who:  
Are denied entry by Canada Immigration, or
- ii. Have not received entry authorization prior to the start of the course, if the student notifies RAC of the circumstances before the first scheduled day of the course. The student must also provide documentation of the circumstances described in this section within a reasonable time to RAC before any funds can be disbursed.



#### **10. Special Circumstances for Refunds**

At the sole discretion of RAC, a refund may be issued for students with a duly certified and valid medical condition or a death in the immediate family. The valid medical or death certificate must be sent to RAC along with the request in writing to be withdrawn from the course.

The request cannot be made after the in-class portion of the class is complete and it applies to sections 7 (ii) and 8 in dealing with unforeseen circumstances within these timeframes. If the request is approved, RAC will issue a refund of all fees except for \$200 administration fee plus the \$75.00 plus GST/HST non-refundable joining fee. If a student wishes to take the course at a later time, then section 7 (iii) of this policy applies.

Once the in-class portion of the course has been completed, there are no refunds allowed, regardless of the circumstances.

#### **11. Teacher Withdrawal**

Where a RAC registered teacher withdraws from teaching a course before the course is completed, RAC will, whenever possible, supply a substitute teacher and/or reschedule the course. If a substitute teacher and/or course rescheduling is not possible within 120 days of the scheduled course date, RAC will collect all manuals, charts, models or workbooks from the student and refund all monies paid or students may elect to receive a credit note valid for 1 year from the date of cancellation of the course.

#### **12. Change in Course Dates**

If a teacher changes the start date of the course due to:

- Personal illness or illness or death in the family
- Class enrolment of less than four (4) students
- Hazardous traveling conditions or other Acts of God, then students may attend the rescheduled class or request a full refund from RAC as per clause 13.

#### **13. Payment of Refunds**

RAC will pay valid refunds due to students within thirty (30) days of cancellation or receiving written notice of withdrawal.

#### **14. Dismissal of a Student**

Where a student exhibits disruptive behaviour, uses foul or abusive language, constantly interrupts the teacher or comes to class under the influence of drugs or alcohol, the teacher may dismiss the student after the teacher has first issued a verbal, then a written warning. The matter will be reviewed by RAC and confirmation of dismissal and loss of fees confirmed in writing to the student.

#### **15. Notices, Complaints and Disputes**

All notices and complaints must be in writing and sent by registered mail to RAC. Complaints and Disputes policy is available upon request.

