

# CANCELLATION AND REFUND POLICY

## CANCELLATION POLICY

Denied: An applicant denied by the school is entitled to a refund of all monies paid

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal or state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus a mandatory registration fee of \$100 (VA beneficiaries, please see VA Catalog Addendum).

## REFUND POLICY

The refund policy is based upon the length of each program in clock hours. Refunds will be made within 30 days of termination or withdrawal. Official date of termination or withdrawal will be made the last date of attendance if the student has not attended scheduled classes for 30 days (VA beneficiaries, please see VA Catalog Addendum).

Before beginning of class	100% Refund
10% or less of the time period elapsed	90% Refund
>10% and ≤20% of the time period elapsed	80% Refund
>20% and ≤30% of the time period elapsed	70% Refund
>30% and ≤40% of the time period elapsed	60% Refund
>40% and ≤50% of the time period elapsed	50% Refund
Greater than 50% of the time period elapsed	No Refund

## Fees:

- All programs have a mandatory \$100.00 registration fee.
- All training Books have a mandatory \$100.00 fee.
- Telecommunications Cell Tower Technician program fee also includes \$2000.00 of mandatory PPE (Personal Protective Equipment) that is provided to each student.
- Students pay all NCCCO Written and Practical Exam fees and NWSA Practical Exam fees before attending classes at Tower Crane School of Phoenix.

**HOLDER IN DUE COURSE STATEMENT:** “Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds thereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor (FTC Rule Effective 5/14/76.)”