

## REFUND POLICY

Students not accepted to the school are entitled to all money paid.

That If I withdraw or if I am dismissed after the first day of instruction person I shall receive no full refund.

All Exclusive offers that reduce the total tuition are null and void upon the withdrawal or termination of my enrollment.

That I am entitled to a no refund if I have completed or have had the potential to complete 1/3 or more of the 800-hour massage therapy program.

A student that fails to enter the 754-hour program with 46 elective hours is entitled to a refund of all monies paid. A Student withdrawing from a program or course on or before the first day of instruction, a full refund, less an administrative fee of \$150.00

Refunds for withdrawals or dismissals before 1/3 or more of the instruction period shall receive a refund minus the cost of the courses taken, less the administrative fee of \$350.00; a student who withdraws or is dismissed after more than 1/3 of the instruction person shall receive no refund.

Monthly payments will only be offered if a contract is signed. If no contract is signed, then the full amount of the class must be paid prior to the first day of class.

That I am entitled to a refund for any unused materials that I have paid for per the materials fee invoice.

In the event that I receive educational benefits under the Montgomery G.I Bill, I will be subject to the Veterans Administration Refund Policy as stated in 38 CFR 21-4255

That any other monies owed will be deducted from my initial refund total. That , if I am entitled to a refund, the refund check will be sent to me within thirty days from the date of withdrawal/dismissal as stated on my withdrawal/dismissal of enrollment invoice. In the event that monies are paid to the Academy by a financial aid organization or trust fund, on my behalf, any refund that is owed will be sent to my financial aid provider within thirty days from the date of withdrawal/dismissal, as stated on my withdrawal/dismissal of enrollment Invoice.

STUDENT PROTECTION AND DISCLOSURES (Hedc 304.01)

Hands is compliant with the State of NH Career School Requirements.

Hands is Compliant with the Montgomery G.I. Bill, Veterans Administration Refund Policy as state in CFR 21-4255 in place of NH RSA 1102.10 (1-4)

#### COMPLAINT PROCESS

its most basic our program is intended to offer a clear and straightforward, moral and ethical training. In the event of real or perceived conflict the parties involved will be asked to resolve any issues. If this does not lead to mutually satisfactory results, the student may submit a written complaint to the director, who will intervene for a resolution. upon a final determination that is found not in favor of the student, the student may then contact the Commission on Massage Therapy Accreditation at 5335 Wisconsin Avenue, NW, Suite 440, Washington, D.C. 20015 or Department of Education, Division of Educator Support and Higher Education, Higher Education Commission, Office of Career School Licensing, 101 Pleasant Street, Concord, NH 03301, (603) 271-6443, in a formal letter with their concerns. A copy of this procedure is on file for student use upon request. Concerns at NHITA are addressed expeditiously out of respect for individual needs.