

FEE REFUND POLICY

POLICY STATEMENT

To receive a refund of any portion of fees paid, you must give Trebas Institute written notice (Treas Institute withdrawal form) that you intend to withdraw from the program in which you have enrolled. We accept written notices only by email or by registered mail.

Please ensure that you understand our refund process, terms & conditions, and exclusions.

CANCELLATION BY THE INSTITUTE

11.1 Without prejudice to its other rights and recourses, the Institute has the right to cancel the contract:

- a) if the student fails to meet the prerequisites on the date of the beginning of classes;
- b) if the number of enrollments is insufficient;
- c) if the results of the student are not satisfactory;
- d) at any time, even immediately before the beginning of the final examination, if the student has failed to abide with an installment of his/her fees;
- e) if the student fails to attend his/her course for a period of twenty-one (21) days;
- f) if the student does not abide with the provisions of the General Rules of the Institute and more specifically but not limited to, if the student does not abide with either of the provisions in connection with the safety of the individuals and/or the premises, or in connection with discipline. The fact that the Institute has tolerated or not dealt severely with a similar violation of discipline does not mean that the Institute cannot cancel the contract for another violation;

11.2 If the cancellation is applied in virtue of the provisions by paragraph 11.1a) without failure by the student or in virtue of the provisions provided by paragraph 11.1b), the Institute will reimburse the portion of the enrollment and tuition fees already paid, but nothing else;

11.3 If the cancellation is applied in virtue of the provisions provided by paragraph 11.1c), the Institute has the right to collect the unpaid amount of the application fees, the unpaid amount of the enrollment fees and the portion of the tuition fees calculated up to the cancellation day;

11.4 If the cancellation is applied by the Institute for any other reason than the provisions provided by paragraphs 11.1b) and c), or in virtue of the provisions provided by paragraph 11.1a) due to the fault of the student, the Institute has the right to collect the unpaid amount of the application fees, the unpaid amount of the enrollment fees and the portion of the tuition fees calculated up to the cancellation day with an additional amount corresponding to the lesser of five hundred dollars (\$500.00) and one tenth (1/10) of the tuition fees as agreed.

CANCELLATION BY THE STUDENT

12. The student can cancel, at any time, the present contract by sending a notice to the Institute by registered mail. In this case, the provisions provided by Articles 71 to 74, inclusively of the Law, apply (see below). If at the time the notice is received, the student has not yet paid his/her enrollments fees and the portion of the enrollment fees calculated in virtue of the provisions provided by paragraphs 72 or 73.1, according to the case, the student must then pay the amount due within five (5) days of the given notice. The penalty provided by paragraph 73.2 is payable within the same delay.

ARTICLES OF THE ACT RESPECTING PRIVATE EDUCATION (CHAP. V)

Art.70 No institution may require payment from a client before performance of its obligation has begun, except for the payment of an admission or enrollment fee not in excess of the amount determined in accordance with the regulations of the Minister.

Art.71 The client may, at any time and at his discretion, cancel the contract by giving notice to that effect by registered mail. The contract shall be cancelled by operation of law from the receipt of the notice.

Art.72 If the client cancels before the provision of services has begun, the institution cannot demand compensation in excess of the amount obtained by subtracting the admission of enrollment fees from the lesser of the following two amounts: the maximum amount determined in accordance with the regulation of the Minister; and an amount

representing not more than one tenth (1/10) of the total price agreed upon for the services.

Art.73 If the client cancels the contract after the provision of the services has begun, the institution may demand only the following amounts from the client:

1. The price of the services provided calculated in months, lessons or credits, as specified in the contract;
2. As penalty, the amount obtained by subtracting the admission or enrollment fees from the lesser of the following two amounts: the maximum amount determined in accordance with the regulations of the Minister as mentioned in Art.17, and an amount representing not more than one tenth (1/10) of the total price agreed upon for the services.

Art.74 In the ten days following the cancellation of the contract, the institution must return to the client the amounts it has received in excess of those to which it is entitled.

Art.75 The client may demand that the contract be annulled if he becomes aware that the student was admitted to the education services concerned in contravention of the provisions governing admission to those services.

ARTICLES OF THE REGULATION RESPECTING PRIVATE EDUCATIONAL INSTITUTIONS AT THE COLLEGE LEVEL

Art.17 The maximum amount according to articles 72 and 73 of the Act respecting Private Education for the determination of the indemnity or penalty by these articles is \$500.