

EMS Academy, INC

Refund Policy

Definitions:

- Beginning course date: 0001 hours on the date the course is scheduled to begin.
- Course fees: Fees paid to EMS Academy, INC, consist of the following components:
 - tuition fee
 - written materials
 - access to the EMS Academy website
 - course materials online

Course fees do **not** include textbooks, NREMT testing fees (if applicable) or individual private malpractice insurance policies.

Policy:

Refunds for tuition will be made as follows:

- 100% of tuition if written request received by EMS Academy, INC not later than the 31st day prior to the beginning course date (blended courses).
- 75% of tuition if written request is received by EMS Academy, INC after the 31st day prior to the beginning course date, but not later than 7 days prior to the beginning course date (blended courses).
- 50% of tuition if written request is received by EMS Academy, INC within 48 hours after the beginning course date.
- 0% refund after 48 hours after the beginning course date.
- **Online classes** are not subject to refund except in exceptional circumstances where the student is unable to access course materials due to unavailability of computer compatibility requirements. In case of computer incompatibility problems, student must notify EMS Academy, INC and afford us a reasonable opportunity to correct such problems prior to being potentially eligible for refund.

Requests for refunds received after the foregoing dates and times, subject to the aforesaid rules, will be considered by EMS Academy, INC on their individual merits, and may or may not be granted. EMS Academy, INC will have the sole and exclusive right to determine whether any refunds shall be made except as stated above. EMS Academy, INC will consider refund requests based upon hardship or unusual circumstances at any time, and EMS Academy, INC reserves the exclusive and sole right to consider, grant, or deny requests for refunds based upon hardship or unusual circumstances; however, this provision shall never require that EMS Academy, INC grant any refund request except as provided above. Refund requests based upon hardship or unusual circumstances will be considered by EMS Academy, INC on an individual basis, and nothing herein contained shall require that EMS Academy, INC grant any part of any refund request based upon hardship or unusual circumstances. No grant of refund or other dispensation to any student shall act as a precedent or requirement that EMS Academy, INC act in any similar or like manner upon any other student's request; EMS Academy, INC shall not be bound by any action taken with regard to any student's refund request, and each refund request will be considered as a separate and unique item, and EMS Academy, INC shall not be bound in any way to act by any prior actions or determinations that might have been made or done.

Refund request based upon grievance or dissatisfaction with course:

EMS Academy, INC will consider any and all refund requests based upon grievance or dissatisfaction with the course. EMS Academy, INC has the sole and exclusive right to determine whether or not to grant, deny, grant in part, or deny in part, such requests. EMS Academy, INC shall have the right to refer such requests to 3rd parties for arbitration if, in its sole and exclusive determination, such a referral would be fair and advantageous to determine the facts and issues involved with the student's grievance and dissatisfaction with the course; however, EMS Academy, INC shall never have any obligation to refund any portion of fees or tuition paid by any student who shall have failed to follow substantially the course requirements as set forth in the course syllabus. EMS Academy, INC shall have the sole, exclusive, and final right to determine whether or not a student has substantially followed course requirements.