

# Jeppesen Training Services Refund Policy

Except for students requesting (i) an I-20 or (ii) distance and/or virtual learning courses, students not accepted by Jeppesen and students who cancel their Training Program by notifying Jeppesen within three (3) business days are entitled to a full refund of all tuition and fees paid. If any students withdraw after three (3) business days, but before commencement of a Training Program, such students are entitled to a full refund of all tuition and fees paid including the registration fee. In the case of students withdrawing after commencement of a Training Program, Jeppesen will retain a cancellation fee of \$150 or €150, as applicable, plus a percentage of tuition and fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the last date of recorded attendance.

## Refund Table

Student is entitled to upon withdrawal / termination Refund	Description
10% of program completed	90% Refunded
20% of program completed	80% Refunded
30% of program completed	70% Refunded
40% of program completed	60% Refunded
50% of program completed	50% Refunded
60% of program completed	40% Refunded
70% of program completed	30% Refunded
80% of program completed	20% Refunded
90% of program completed	10% Refunded

Example 01: \$1,000.00 for 4 week Training Program; Student withdrawals after 1 day = \$900.00 refund

Calculation: 1 day / 20 total business days = 5% of Training Program completed

90% X \$1000.00 = \$900.00 refundable fees

- The official date of termination for refund purposes is the last date of recorded attendance. All refunds will be made within 30 days from the date of termination.
- The student will receive a full refund of tuition and fees paid if Jeppesen discontinues a Training Program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event Jeppesen ceases operation.
- Notwithstanding Section 7 of the Online Terms and Conditions of Jeppesen Training Services, complaints, which cannot be resolved by direct negotiation between the student and Jeppesen, may be filed with the Division of Private Occupational Schools of the Colorado Department of Higher Education. The Division shall not consider any claim that is filed more than two (2) years after the date the student discontinues his/her training at Jeppesen.

*This policy is in accordance with VA Regulation 21.4255-1.*

## REFUND POLICY FOR I-20 REQUESTS

If an I-20 has been issued to you under this training registration, Jeppesen will not, under any circumstance refund any monies paid for I-20 fees, tuition fees or otherwise. For purposes of clarity, there will be no I-20 or tuition refund whatsoever to or for students who request an I-20. I-20 students may, if applicable, apply remaining balances to future Jeppesen training courses, however no refunds will be provided.

## REFUND POLICY FOR DISTANCE / VIRTUAL LEARNING PROGRAMS

Jeppesen will not, under any circumstance refund any monies paid for distance and/or virtual learning courses, including but not limited to the Virtual Learning Program (VLP). Students may, if applicable, apply any remaining balances paid for distance and/or virtual learning to future Jeppesen training courses, however no refunds will be provided.