

PART-TIME STUDIES | WITHDRAWAL AND REFUND POLICY

We have updated and made changes in our refund policy to reflect the positive progress our community has made with regards to the COVID-19 pandemic.

REFUND POLICY FOR IN-PERSON AND ONLINE CLASSES

Withdrawals greater than 14 days prior to the class commencing

If you withdraw from a part-time class or workshop more than 14 days before the class is due to begin, you will receive a full refund of your purchase via your original method of payment (less a \$55 administrative fee) OR the full amount refunded onto a SPAO gift certificate OR you may switch to another class within the same semester at no charge (The student will either pay the difference OR receive a refund of the difference, depending on the cost of the two classes in question).

Withdrawals between 7 and 14 days prior to class commencing

If you withdraw between 7 and 14 days before the class is due to begin, you will be refunded the full amount of your payment (less a \$55 administrative fee) onto a SPAO gift certificate.

Withdrawals less than 7 days prior to class commencing

If you withdraw from a class or workshop less than 7 days before the class is due to begin, no refund will be issued.

Within 14 days of a class commencing, a \$15 administrative fee applies if a student wishes to switch from one class into another within the same semester. This fee is waived if the class the student is entering is priced higher than the class the student is leaving.

COVID-19

Due to the ever-changing circumstances surrounding the COVID-19 pandemic, in-person classes may be moved to take place online or rescheduled, without any refunds or credits issued. If a class is canceled due to circumstances outside our control, we will issue a full refund for canceled classes that cannot be rescheduled online or in-person. No refunds will be issued based on future changes made to Public Health Policy or SPAO's Covid-19 Health and Safety Policies.

Questions? Contact part-time@spao.ca or phone the SPAO office: 613-562-3824