

REFUND POLICY— PROFESSIONAL PROGRAMS I & III, Basic and Basic with Multi-Engine, AIRLINE DISPATCHER PROGRAM AND ATP PROGRAM

(Courses and programs that
exceed 300 clock hours)

The refund policy for ground school, courses and/or programs is as follows
(amount surrendered by student):

FIRST WEEK: During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.

AFTER THE FIRST WEEK: Students will be charged actual tuition charges incurred to include but not limited to Dual/Solo Aircraft, Simulator training, Ground Instruction (oral), written exams, flight exams, ground school (pro rated to actual time), books and other related training aids plus 10% of the unearned tuition for the training of the course/program contracted that was not completed up to a maximum of \$1,000. If PEA does not retain any unearned tuition, the student will be subject to an administrative fee of \$100 associated with withdrawal or termination.

Special cases will be dealt with on an individual basis. Special cases include but are not limited to: illness, accident. **The refund policy for Special Cases:** Students will be charged actual tuition charges incurred plus a \$100.00 administrative processing fee.

All refund calculations will be based on the last date of actual attendance by the student. If an applicant never attends class (No Shows) or cancels the contract prior to the class start date, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier. For an enrolled student, the refund due will be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to PEA, or the date PEA terminates the student by applying PEA's attendance, conduct, or Satisfactory Academic Progress policy.

CANCELLATION POLICY

- 1. Rejection of Applicant by PEA:** If an applicant is rejected for enrollment by PEA, or if a prospective international student has their visa application rejected, a full refund of all tuition monies paid will be made to the applicant.
- 2. Program Cancellation:** If PEA cancels a program subsequent to a student's enrollment, PEA will refund all monies paid by the student.
- 3. Cancellation Prior to the Start of Class or No Show:** If an accepted applicant cancels prior to the start of scheduled classes or never attends class (No Show), PEA will refund all monies paid, less nonrefundable enrollment/international fee (as charges are clearly noted in the application form and/or enrollment agreement as being non-refundable). PEA may retain nonrefundable enrollment/international fees and courier fees if the student's permanent address is international.
- 4. Cancellation After the Start of Class:** Students who No Show and who do not enroll in PEA are subject to number 3 above of the cancellation policy. PEA considers a withdrawal as a cancellation if it occurs within the first three business days of signing the enrollment agreement (as noted on the first page of the enrollment agreement). If a student conducts flight training during the first three days, any tuition charged withheld will not exceed actual tuition charges incurred as noted in the refund policy on (page 2) of the enrollment agreement, including courier fees if the student's permanent address is international. After three business days of signing the enrollment agreement, student is subject to the refund policy as noted on (page 2) of the enrollment agreement.

An administrative charge of \$100.00 will be charged for students that have a refund sent through express mail or bank wire and/or program and/or courses that exceed 300 clock hours.

Students will have three days from the signing date of the enrollment agreement to withdraw from the school. Students who have completed the enrollment agreement but have not visited the school have three days from the initial tour of the school to withdraw.

REFUND REQUEST

Any cancellation or refund request by a student can be made by telephone (**386.258.0703**), email (**admissions@pea.com**) or in writing and sent to Student Services at the address on the first page of the agreement. Refunds will be processed within 45 days from the time Phoenix East Aviation receives the request.