



Tuition Refund Policy

1. All courses require a \$ 2,500.00 deposit to confirm the booking date.
2. (7) days prior to the start date the full course amount must be paid.
3. All pricing is in Canadian dollars and all applicable taxes are extra.
4. Based on consecutive training days (unless agreed upon in the description).
5. Grade 10 or equal to level of education with Mathematics, Fluent English language Reading, Writing and speaking, 2020 vision with or without prescription, (depth perception) adequate agility to climb on and off the equipment, bending, stooping and capable to lift 30 Lbs. BC Crane Safe Registration.
6. Crane Operators are a regulated trade in British Columbia and operators must be certified by BC Crane Safety. Fulford Level A BC Crane Safety Certification assessment is the one of the requirements for BC Crane Safety certification and is recognized by WorkSafeBC and Yukon's Workers Compensation Health and Safety Board as proof of practical competence.
7. This program will prepare students take the Fulford Level A BC Crane Safety Certification assessment. The assessment is conducted on the last day of program by a Fulford Certification Assessor.
<https://www.worksafebc.com/en> <https://bccranesafety.ca/> <http://www.fulford.ca/> <https://www.itabc.ca/>
8. If [Matterhorn Crane & Rigging Training Ltd] receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the [Folding Boom 10 Tonne & Under or Stiff Boom 40 Tonne & Under] in which the student is enrolled if:
the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and (7 days) before the contract start date;
(a) the student, or the student's parent or legal guardian, signs the student enrollment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrollment contract and the contract start date.
(b) [Matterhorn Crane & Rigging Training Ltd] will refund the tuition for the [name of program] and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
After the start date.
 - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrollment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrollment contract.
6. Unless the [Matterhorn Crane & Rigging Training Ltd] is provided solely through distance education, if [Matterhorn Crane & Rigging Training Ltd] provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - (a) equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrollment contract.
 - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrollment contract.
7. [Matterhorn Crane & Rigging Training Ltd] will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - (a) of the date [Matterhorn Crane & Rigging Training Ltd] receives a student's notice of withdrawal,
 - (b) of the date [Matterhorn Crane & Rigging Training Ltd] provides a notice of dismissal to the student,
 - (c) of the date that the registrar provides notice to [Matterhorn Crane & Rigging Training Ltd] that the institution is not complying with section 1(c) or 2 of this policy, or
 - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.