

CANCELLATION OF PROGRAMS AND REFUND POLICY

In the event a program is cancelled for any reason, the candidate will be offered the option of exchanging any remaining courses in his/her program for courses in another program. If New Horizons CLC of Nevada has substantially failed to furnish the training program agreed upon in the enrollment agreement, the institution shall refund to a student all the money the student has paid.

Should a student be terminated or cancel for any reason, refunds will be made according to the below listed refund schedule. Cancellation must be made in writing, in person at the school, by electronic mail, by Certified Mail, or by termination. The official termination date will be the date of letter receipt.

1. An applicant is eligible for a refund if the applicant is not accepted by the school or if the student cancels within five (5) business days after signing the enrollment agreement and making initial payment. If a student cancels his or her enrollment before the start of the training program and monies have been paid, the institution shall refund to the student all the money the student has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$100, whichever is less.
2. That if a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$100, whichever is less.
3. That if a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.
4. If a refund is owed, New Horizons CLC of Nevada shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:
 - a. Date of cancellation by a student of his or her enrollment;
 - b. Date of termination by the institution of the enrollment of a student;
 - c. Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
 - d. Last day of attendance of a student,
→Whichever is applicable.
5. Books, educational supplies or equipment for individual use are not included in the policy for refund required, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes must be resolved by the Administrator for refunds required by this subsection on a case-by-case basis.
6. For the purposes of this section:
 - a. The period of a student's attendance is measured from the first day of lecture as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.
 - b. The period of time for a training program is the period set forth in the enrollment agreement.
 - c. Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees.
7. Cancellation after attendance has begun will result in a pro-rata refund computed on the actual number of days in attendance to the total number of days in the program.
8. Withdrawal/Refund Policy for Veterans, Participants, Military and other Eligible Persons enrolled under provisions of Title 38 and Title 10 United States Code is as follows:
 - a. The institution has and maintains the following policy of the refund of the unused portion of tuition, fees, and other charges. This policy covers situations when the eligible person fails to enter the course or withdraws or is discontinued at any time prior to completion.
 - b. The charges to the eligible person for tuition, fees, and other charges will not exceed the approximate pro rata portion of the tuition, fees, and other charges that the length of the completed portion of the course bears to the total length of the course.
 - c. If the eligible person withdraws or is expelled by the institution after the start of the training program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus the registration fee per VA regulation 38 CFR 21.4255 can only hold \$10 of the registration fee.
 - d. Any refund will be sent to the veteran within 15 days per NRS. 394.449 or reference the above policies in the catalog for all other aspects of the refund.

Account for Student Indemnification

In an event of school discontinued operation or a violation by the institution per NRS 394.383 to NAC 394.560, an account for student indemnification may be used to indemnify a student or enrollee who has suffered damage as a result of: discontinuance of operation or violation by such institution of any provision of NRS 394.383 to 394.560.

COMPLIANT/GRIEVANCE POLICY

If you encounter any problems concerning the education or administration of the Training Program, please contact your Education Consultant immediately and state your grievance in writing to allow New Horizons to help you. The issue will not be addressed until a written grievance has been submitted. If your Education Consultant has not responded to your grievance issue in a satisfactory manner, please forward your written grievance to the Director of Admissions.

Any questions or problems concerning New Horizons CLC of Nevada which have not been satisfactorily resolved or answered by New Horizons Nevada should be directed to:

State of Nevada
Commission on Postsecondary Education
8778 South Maryland Parkway, Suite 115
Las Vegas, Nevada 89123

Phone: 702-486-7330
Fax: 702-486-7340