

REFUND POLICY

Accredited Luxury Home Specialist (ALHS) Class Refund Policy

Last Update by the Luxury Home Council: 10/09/2020

Refunds

Students will receive 100% refund of ALHS tuition and fees if they cancel an ALHS course on or before the refund deadline. The refund deadline shall be 7 calendar days prior to the first scheduled class date. It is the student's responsibility to officially cancel a course prior to the refund deadline if they no longer wish to attend. Adequate notification of cancellation on the part of the student shall be via fax to: 541-378-6100 or by email to support@luxuryhomecouncil.com. Non-attendance or failure to pay does not constitute an official withdrawal.

. There are **unacceptable reasons** to miss the refund deadline. These include:

- “I didn’t know there was a deadline to cancel.”
- “I thought I would be automatically cancelled if I didn’t attend or pay for the class.”
- “The deadline didn’t give me enough time to decide on staying in the class.”
- “I changed my mind.”
- “I forgot about an appointment, clients showed up, I over booked myself.”
- “I needed the money for something else.”
- “I didn’t have the money to pay for the class.”

Involuntary Class Withdrawals

Students who must involuntarily withdrawal due to the following reasons are required to submit documentation for consideration:

- Armed Services enlistment, activation or deployment - Provide the Office of Admissions and Records with a copy of military orders signed by commanding officer, including effective date.
- Illness of student or immediate family member (child, parent, spouse, or member of household) - Provide physician's certification stating student or family member's illness with effective date.
- Death of student or immediate family member (see above) - Provide a copy of the death certificate, published obituary or memorial service bulletin.

The Luxury Home Council has final authority on refund decisions.

ALHS Courses Cancelled by the Luxury Home Council

Students will receive 100% refund of tuition and fees for an ALHS course cancelled by the Luxury Home Council. Refunds will be distributed back to the students in the exact same manner in which payment was made by the student. Reimbursements will be either by check or credit card credit. Cash is not an acceptable method to pay class tuition and will never be received by the Luxury Home Council therefore cash reimbursements will never take place. The Luxury Home Council will attempt to cancel a class as far in advance as possible but in no event later than 5 days before the first scheduled class date. The Luxury Home Council will mail the reimbursement to the student via U. S. Post with a postmarked date on or before 30 days after the originally intended class completion date.

<End of REFUND POLICY>