

TONi Education Program Policies

Refund Policy:

Notice of dropping or withdrawal from a course must be made in writing/email to Ellen Flood.

- i. Deposits for courses are non-refundable.
- ii. A full tuition refund will be issued when notice of withdrawal is received before the course starts.
- iii. A full tuition refund, less costs for text book and kits, will be issued when withdrawal notice is received within two classes.
- iv. After the second class no refunds will be issued.
- v. Please note: no refund of any sort will be given if the school is closed for any reason during your course.

Course Cancellation Policy:

The Ontario Nail Institute reserves the right to cancel a course in which there is insufficient enrolment. In the event of a cancellation, students will be informed and all fees will be refunded.

Note, costs for text books and kits will not be refunded.

Student Disciplinary Policy

By enrolling in The Ontario Nail Institute, the student accepts its policies and regulations and acknowledges the right of the school to take disciplinary action. The school reserves the right to discipline the student (including but not limited to, termination of its relationships with the student)

Discipline may be required for many forms of inappropriate behaviour; however, the following behaviours are not permitted at The Ontario Nail Institute:

- i. Continual interruptions during class.
- ii. Over talking the instructor.
- iii. Arguing with the instructor during class.
- iv. Raising ones voice continually in a manure that is disturbing to the class.
- v. Constant unnecessary disturbances.
- vi. Inappropriate language.
- vii. Harassment of any sort towards students or instructors.

Grievance Policy:

In the event a student has a grievance it is to be submitted to Ellen Flood in writing/email.

- i. The student and Ellen Flood will meet and discuss grievance.
- ii. Ellen Flood will investigate the grievance and respond within a reasonable time frame.
- iii. If the student and Ellen Flood cannot resolve the grievance the student is welcome to withdraw from the course. (Refund Policies will apply).

Recording Devices:

Recording devices are not permitted in The Ontario Nail Institute without written permission from Ellen Flood.