

ONE SPARK ACADEMY

Course Refund Policy

Cancellations, Refunds, and Reimbursements

Any reimbursements will be handled directly with One Spark Academy staff and may not be done online. Refund requests must be in writing, submitted within the timelines outlined below, and must fall within the guidelines of our policy. Refunds are provided by check only, regardless of the original method of payment, and returned by mail in two (2) to four (4) weeks of request.

Request for Refund by Participants

If a participant decides to “drop” any or all One Spark Academy courses, refunds will be granted only as follows:

- 1) A full refund will be granted if OSA is notified with at least five (5) business days notice prior to starting the first class. 90% of the total amount will be granted if cancellation is made in the week preceding the start of the program, with at least one (1) working day notice. PayPal refunds will be 3% less, to account for PayPal's online service charge.
- 2) A refund will be granted on a pro-rata basis if OSA is notified prior to the close of the second week of class(es).
- 3) Refunds will not be granted after the second week of classes.
- 4) Requests for refunds at any time due to medical reasons will be granted on a pro rata basis only if the request is accompanied by an explanation of the medical situation and how it relates to the course(s) in question, as well as written medical release by a physician.

Cancellation of Courses by One Spark Academy

- 1) A full refund will be provided if OSA cancels a course for any reason, prior to the start of that course.
- 2) A partial refund will be provided on a pro rata basis, for any remaining classes, if the course is cancelled prior to the conclusion of the session.

Denial of Services to Participants

The environment at One Spark Academy will be an inclusive, safe, healthy, considerate, and positive one at all times. Participants, instructors and parents should strive to promote these ideals. We reserve the right to deny services to anyone whose choices infringe upon the rights of any other participant to enjoy their learning as it was intended. Participants are asked to sign a Student Agreement prior to the start of classes at One Spark Academy. This Participant Agreement outlines behavior expectations by both One Spark Academy and the Thousand Oaks Teen Center. Infractions, such as but not limited to the following, may result in a request by OSA to deny services either immediately or at the close of the Session, depending on the severity of the infraction. In case of early termination of services due to negligence on the part of the participant, no refund will be granted.

- 1) Disrespectful or offensive language, behavior, or gestures while on the premises;
- 2) Bullying, intent to harm, threats or other behavior that may lead others to feel unsafe;
- 3) Little or no attempt to demonstrate willingness to complete assignments during class or during study sessions, and/or non-compliance with classroom expectations, and/or causing disturbances to other participants that negatively impact their learning environment;
- 4) Blatant disregard of any other One Spark Academy expectation as outlined in the Participant Agreement.