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| **A. Please check which qualifying reason you are requesting a refund for** | | | |
| For refundable fees due to bonafide, documented medical emergency or emergency room visit | |  |  |
| For refundable fees due to death of participant | |  |  |
| For refundable fees due to cancelation 60 days or more prior to class start date | |  |  |
| Statewide or Local Emergency that prohibited attendance in the class online | |  |  |
| **B. Refund application process** | | | |
| * Documentation Requirement- Regardless of the reason selected, participants or their next of kin are required to submit documentation verifying the medical emergency, death, cancelation request date/time, or prohibitive State or local emergency. This documentation must be included with the refund request form.   Are you attaching supporting documentation verifying the reason for cancellation of the enrollee?  Yes  No  If you marked “No”, please stop and secure supporting documentation before filling out this form.  Refund Proration- All qualifying refunds will be prorated based on attendance; participants may only request a qualifying refund of upcoming sessions that have not been started. Each session will be calculated at $100.00 USD value for proration purposes. The Registration Processing Fee is not refundable and may not align with the fees changed for Single Session retakes.  How many sessions are you requesting a refund for? (write a number)    Which sessions are you requesting a refund for? (name all sessions- do not write a number)     * Decision- The Executive Director will review the request and documentation to determine eligibility for the refund. * Confidentiality Agreement- I agree to receive correspondence about my qualifying refund request via email.   Yes  Please sign here to confirm your agreement.     * Submission- Your refund request form and supporting documentation must be sent to [danya@abilityts.com](mailto:danya@abilityts.com) within 30 calendar days of cancelation. Requests received more than 30 calendar days after cancelation will not be accepted.   I agree to send my refund request form and supporting documentation to danya@abilityts.com within 30 days of cancelation. I understand that refund request forms and supporting documentation received after 30 days will not be accepted.  Yes  Please sign here to confirm your agreement and understanding | | | |
| **C. Refund Request Policies**  Refunds cannot be given (disqualifying reasons)   1. For student inability to attend a session, mid-class, after enrollment, due to any reason except medical emergencies. Including, but not limited to, issues with email, internet connectivity or lack of understanding requirements or policy. 2. For lack of access to emails, Workday account, or Teams. 3. For missed sessions. 4. For sessions failed due to not meeting attendance, participation, or conduct expectations and requirement in ATS policy. 5. For failure to pass required tests within timelines. 6. For academic integrity violations. 7. For failing to meet other program requirements as set out in ATS policies. 8. For any fee marked non-refundable. 9. For registration fees once the first session has begun or as stipulated in refund policy. 10. For those who withdraw from the waitlist or who cancel less than 60 days prior to class start date unless for a qualifying emergency or death. 11. For failure to choose a re-take session or class during the current or upcoming quarter when an opening is available.   Refund review process   1. The refund request form and supporting documentation will be reviewed by ATS staff and responded to within 30 calendar days with a denial or approval. 2. Approved requests will result in a refund amount allowed by policy regardless of requested amount. An acceptance notification will be provided by ATS.   Refund Denials   1. Denied requests will be communicated via email; no action outside a notification will be initiated by ATS. 2. Disputes of denials and supporting documentation must be sent to [danya@abilityts.com](mailto:danya@abilityts.com) within 7 calendar days of the denial notification being sent. 3. ATS will look at the denial dispute email and the supporting documentation and see if policy was followed by both ATS and individual disputing the denial and if the denial reason/amount was according to policy. Resolutions will be finalized within 7 calendar days of the denial dispute and supporting documentation being received. 4. Individuals will be notified of the resolution by email. 5. All denial dispute resolutions are final and there is no further denial dispute resolution available after the initial denial dispute resolution.   **D. Other** | | | |
| Please provide any additional information that might be useful in processing your refund request: (this section may also be used as a continuation for Parts A & B)    Signature    Date  Return this form to [danya@abilityts.com](mailto:danya@abilityts.com) | | | |