



Withdrawal & Financial Appeal Policy

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Prorated tuition and fees refunds are available to Participants who file according to the process outlined below, including submission of the Experience Withdrawal Form *prior* to the posted deadlines.

Important: The \$500.00 deposit fee is **non-refundable**, regardless of withdrawal reasoning. The deposit fee is a non-refundable commitment to enrollment with Verto Education. These fees are the first in a series of payments toward Verto Experience fees that may not be recoverable by Verto Education, including, without limitation, third party Verto Experience providers, accommodations, and internal transportation costs. Verto Education retains the deposit fee to ensure payment of these unrecoverable expenses of enrollment.

Experience Withdrawal Form Submissions Deadlines

For students who complete the Experience Withdrawal Form prior to the posted deadlines, tuition and experience fees (excepting the deposit fee as outlined above) will be disbursed as follows:

- 100% tuition and experience fees refunded for submissions 60 days before the Program start date, except deposit fee
- 50% tuition and experience fees refunded for submissions 30-59 days before the experience start date, except deposit fee
- 0% tuition and experience fees refunded for submissions less than than 30 days before the experience start date

Note: The Experience Withdrawal Form is required for withdrawal and should be requested of the Student Onboarding Advisor directly or their team by emailing studentonboarding@vertoeducation.org (this is to ensure that students receive a form that will tie directly to their Verto account and facilitate easier processing for the student in question). The date on which the submission is received will be the Date of Withdrawal. Students will be refunded as stated above based on the relation of the Date of Withdrawal (date of submission) to the official Experience start date (outlined by Verto Education as the first day of classes).

Pre-Experience Withdrawal Process (60 Days or More Prior to the Experience Start)

For Experience Withdrawal Form submissions completed 60 days or more prior to the Experience start date, all tuition and fee payments will be refunded, with the exception of the deposit fee. This form must be completed by the student or the student's parent or legal guardian for students under 18 years of age.

The Experience Withdrawal Form is required – verbal requests to withdrawal or intent to withdraw will not be honored as official requests. Request this form by asking your Student Onboarding Advisor or emailing studentonboarding@vertoeducation.org. Upon submission, students will be contacted by their Student Onboarding Advisor for any follow up questions before the refund is approved by the Financial Services Committee based on the aforementioned deadline schedule.

Pre-Experience Withdrawal Process (Within 60 Days to the Experience Start)

For Experience Withdrawal Form submissions *less than 60 days prior to the Experience start date but more than 30 days prior to the start date*, up to 50% of the tuition costs are refundable, with the exception of the deposit fee. For submissions within 30 days prior to the Experience start date, tuition or fees are not refundable. This form must be completed by the student or the student's parent or legal guardian for students under 18 years of age.

The Experience Withdrawal Form is required – verbal requests to withdrawal or intent to withdraw will not be honored as official requests. Request this form by asking your Student Onboarding Advisor or emailing studentonboarding@vertoeducation.org. Upon submission of the form, students will be contacted by their Student Onboarding Advisor for any follow up questions before the refund is rendered by the Financial Services Committee.

During Experience Withdrawal Process (Experience is Underway)

To withdraw from an *experience that has already begun* the student must complete the Experience Withdrawal Form. Enrolled students should contact their Student

Onboarding Advisor for access to their unique Experience Withdrawal From link. Please note that no refund is available within 30 days prior to the start of the Experience or once the Experience is underway. Any voluntary withdrawal from an in-progress Experience or violations of the code of conduct guidelines resulting in dismissal from the Experience, will have additional consequences including loss of course credit, or immediate withdrawal of conditional or full enrollment at one of Verto's partner institutions. Verto does not cover costs associated with early return from the Experience or offer refunds for these costs.

Please note: Enrollment Change Affects Financial Aid

For students paying tuition with financial aid, this aid could be affected by a change in enrollment, including withdrawal, failing grades, or course drop. Students should not drop or stop attending classes without consulting Student Financial Services. These changes may require you to repay federal financial aid funds.

Federal regulations require you to repay a portion of any financial aid fund issued to you if you withdraw from classes before satisfying 60% completion of the semester. You also may be required to repay financial aid funds if you receive failing grades in all of your classes unless an instructor can document that you attended class for at least 60% of the enrollment period.

Your Verto tuition & fees owed will not change due to voluntary changes in enrollment and the full cost of tuition and Experience fees will still be owed to Verto Education, payable by the student, if federal aid is withheld or requires repayment.

FINANCIAL APPEAL POLICY & PROCESS

Should you meet the criteria outlined below for financial appeal, we invite you to complete the Financial Appeal Form. Request this form by asking your Student Onboarding Advisor or emailing studentonboarding@vertoeducation.org. Pending review by the Financial Review Committee, you may be issued a refund or partial refund as circumstances merit.

Please review your eligibility to submit a Financial Appeal based on the conditions below before completing the Financial Appeal Form:

- Loss of income due to involuntary loss of employment that is a direct cause of financial hardship
- Death of an immediate family member that is the direct cause of financial hardship
- Unforeseen change in student and/or immediate family member's health status / high medical costs not covered by insurance
- Unforeseen financial hardship

Please note that financial appeals are reviewed and refunds issued at the sole discretion of the Verto Financial Review Committee. As examples, high mortgage costs, loss of external scholarships, and credit card/consumer debt will not be considered in our financial appeal review process.