

## NLB Refund Policy

The following represents No Longer Bound's refund policy:

- If an applicant never attends the program (no-show) or cancels the agreement prior to the program start date, they will receive 100% refund of all monies paid. All refunds due will be made within thirty (30) calendar days of the first scheduled day of the program or the date of cancellation, whichever is earlier.
- If a resident cancels after the program has begun, the refund will be based on the proration chart below and will occur within 30 calendar days of official notification of cancellation, whether it is voluntary or due to non-compliant discharge. The refund will be applied against total program cost and will take into account any payments made up until the time of voluntary or involuntary discharge.

**Proportion of Total Program Refund**

<b>Program Period</b>	<b>Refund %</b>
0-7 days	90% refund
8-30 days	50% refund
31-90 days	25% refund
>90 days	0% refund