

## Terms and Conditions



# SCHOOL POLICIES

### PAYMENTS

The REALTORS® Educational Institute (REI) accepts payment 1) online at [www.rampschool.com](http://www.rampschool.com), 2) via credit card by phone or in person at 412-561-2682 3) via check 4.) cash/money order.

**\*Registrations shall not be complete or guaranteed until payment is received by one of the aforementioned methods.\***

Check should be made payable to "RAMP" and mailed to:

Attn: School Secretary

REALTORS® Association of Metropolitan Pittsburgh

1427 West Liberty Avenue

Pittsburgh, PA 15226-1101

### NO SHOW FEE

Students will be charged \$10 for any classes registered for but not canceled two business days in advance.

### CANCELLATION & REFUNDS

#### 1.) Live classes:

From the date of registration up to two business days preceding the class(es) registered for, students have a right to receive a tuition refund **minus a \$20 cancellation fee per class**. No refund will be issued for textbooks. Alternatively, **a student may transfer his payment \*as a one-time courtesy\* for the cancelled class to another class** offered by the REALTORS® Educational Institute if:

- The student simultaneously registers for the new class at the time of cancellation, *and*:
- The newly selected class is offered within three (3) months from the date of cancellation, *and*:
- At the time of cancellation, the student pays the additional balance due (if any) for the new class.

#### **No refund or credit will be issued to any student if:**

- The student provides no notice of cancellation and/or does not attend the class registered for, *and/or*:
- The student's notice of cancellation is not received by the school two business days preceding the class(es) registered for. It shall be the student's responsibility to confirm timely receipt of cancellation, *and/or*:
- The student attends any portion of the course registered for.
- The class is relocated and the student chooses not to attend.
- The student did not attend the course the student was transferred to.

**All requests for cancellation, refund, or transfers must be made by email only at minimum two business days preceding the class(es) registered for.**

Email to: [school@realtorspgh.com](mailto:school@realtorspgh.com)

We do not accept phone call cancellations.

## **2. Self-guided Online classes**

**Up to 7 days after your purchase, you may receive a refund. All requests for refunds must be made by email to [school@realtorspgh.com](mailto:school@realtorspgh.com).** You will need to attached or forward your original order and a brief explanation for the refund request We do not accept phone call cancellations.

### **SCHOOL'S RIGHT TO TERMINATION**

The REALTORS® Educational Institute reserves the right to cancel, reschedule, or discontinue a course or education program at any time and for any reason.

### **TEXTBOOK POLICY**

Once issued, textbooks are not returnable, refundable, or exchangeable.

### **RETURNED CHECKS**

As \$25 surcharge shall apply for any returned check.

### **ATTENDANCE**

Please remember that the Real Estate Commission requires 80% attendance for pre license and 90% CE. Instructors are required to monitor this.

### **CELL PHONE AND ELECTRONIC DEVICE POLICY**

Please note our policy is that texting and internet browsing is prohibited in the classroom. This is in your best interest and the interest of your classmates. Please turn your phone on silent and only leave the classroom briefly to handle important texts or calls. REI defers modification of this policy to the instructor at their discretion.

### **CLASS MATERIALS**

Class materials may be emailed to you for some courses. You may print them out or following along on your tablet/laptop if the instructor allows.

### **COMMUNICATION OF CANCELLATIONS AND OTHER INFORMATION**

Please do remember to check your email regularly and before coming to class as we may make important class announcements such as cancellations or send class materials to you.

### **GRADES**

This policy only applies to courses that are required by the Commission to have exams. Grades will be "Pass" or "Fail" or "Incomplete" and will be given on the basis of results of the final examination, class participation, completion of assignments and attendance. A 70% is the minimum score required for passing the final examination. Should you fail the exam, please contact the School as soon as possible to request a retake. Incompletes are issued when a student doesn't meet the attendance requirement. Incompletes may be resolved by making up class hours as soon as possible in a manner that is acceptable to the School and Instructor, at the Director's discretion.

### **TRANSCRIPTS**

Transcripts are normally passed out at the end of the class. We are not able to furnish transcripts for classes completed over ten years ago.

### **HOLD HARMLESS**

To the extent allowed by law, students agree to indemnify and hold harmless the REALTORS Educational Institute (REI) and the REALTORS Association of Metropolitan Pittsburgh (RAMP), its employees, instructors, or any other person against any and all claims, loss, damage, injury, cost (including court

costs and any other legal fees), charges, liability or exposure, however caused, resulting from or arising out of or in any way connected with classes at RAMP/ REI.

### **Exams**

Final Exams are proctored online. You will email [school@realtorspgh.com](mailto:school@realtorspgh.com) to set an appointment after you complete your courses. You need a 75% to pass. *Should you fail the exam, you will receive a second attempt. After failing twice you will be required to repeat the course from the beginning before taking the final exam again.*