
	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc # :PO-AC-09.2	Title: Cancellation Policy	
	Rev # : 07	Approved By: Chief Executive Officer (CEO)	06 Sep 2021

REVISION HISTORY			
Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Academic Officer (CAO)	12 Oct 2015
2	No Change	Chief Academic Officer (CAO)	10 Oct 2016
3	No Change	Chief Academic Officer (CAO)	09 Oct 2017
4	No Change	Chief Academic Officer (CAO)	08 Oct 2018
5	No Change	Chief Academic Officer (CAO)	07 Oct 2019
6	No Change	Chief Academic Officer (CAO)	02 Dec 2020
7	No Change	Chief Academic Officer (CAO)	06 Sep 2021

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1. Purpose

11 This cancellation policy consider any request for cancellation of admission / withdrawal from studies if such request is made in accordance with the prescribed Regulations.

2. Scope

21 This policy apply to all the students enrolled at University of Pasadena.

3. Definitions


- 31 Cancelling – cancel your registration means you are dropping all your courses before the first day of the term.
- 32 Withdrawing- withdraw from the university means that you are dropping ALL your classes on or after the first day of the term.

4. Responsibility

41 The Chief Academic Officer (CAO) is responsible for the effective implementation of the policy.

5. Procedure/Process

- The Student has the right to cancel/ withdrawing from university at any time.
- If the Student cancels from the course of instruction after the cancellation period, the university will remit a pro-rata refund for the unused portion of the tuition and other refundable charges
- When instruction is not offered in real time, the Student shall have the right to cancel the enrollment agreement and receive a full refund before the first lesson and materials are received.
- Cancellation is effective on the date written notice of cancellation is sent.
- If the university sent the first lesson and materials before an effective cancellation notice was received, the university shall make a refund within 45 days after the student returns all materials.
- Once the balance of the materials is transmitted to the student, the university will be obligated to provide other educational services it has agreed to provide, but will

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not be obligated to pay any refund after all the lessons and materials have been transmitted.

- The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.
- Cancellation occurs when the student gives written notice of cancellation to the Admissions at the following address: The University of Pasadena, 1600 E. Francisquito Av, West Covina, CA 91791.
- The Student can also mail, or email (admissions@upasadena.org) or hand-deliver the cancellation request.

6. Review

The cancellation policy is reviewed every year by University of Pasadena.