



Refund/Cancellation Policy

Cancellations by students or educational institutions are outlined in the table below. N4KC reserves the right to evaluate refund requests on a case-by-case basis. Refund requests that do not meet the following criteria must be reviewed and approved by our executive team.

Refunds

Fifty percent (50%) of the registration and process fee is nonrefundable. Students will be refunded fifty percent (50%) if they do not proceed into phase 2 of the registration process. The program fee (not the registration and processing fee) is 100% refundable if student cancels ≥ 90 days prior to the start of the internship portion of the program and has not initiated the course/modules. If student cancels between 60-89 days prior to the start of the internship a 50% refund (excluding the registration and processing fee) will be given. Cancellations between 0 and 59 days prior to the start of the program are nonrefundable, except for extenuating circumstances such as medical reasons or death of a family member.

Cancellations: All cancellations must be made in writing and sent to our official email. If students feel they have extenuating circumstances, they must provide verifiable documentation. N4KC will provide a short survey to determine the cause of cancellation.

Cancellation by N4KC

Any in-person internship cancellation by Internships 4 Kidney Care (I4KC) due to staffing or organization issues will merit a refund of all fees, including the registration and processing fee or a transfer of funds for a future rotation. Circumstances out of our organization's control such as weather-related conditions will merit a full refund except for the registration and processing fee or a transfer of funds to a future date.

Refund Process: Once a request is made for a refund, it will be processed within 7-14 days of the requests. Students will be asked to provide their banking information, such as name of bank, account type, routing and account #s or Zelle username.

Unresolved Disputes: In the event of a dispute between students or an education institution and N4KC regarding fees and refunds, a written document detailing the unsatisfactory circumstances and handling of the situation must be submitted within 7 days of the incident. N4KC will review the document and if a resolution is not reached within the corresponding 7 days, an arbitration process will be initiated. A neutral third party will be asked to become arbitrator, and their decision will be legally binding. The arbitrator fees will be split between the disagreeing parties. The arbitration process should not exceed past 45 days from the initial complaint.