



NOTICE TO COMPLY

CU- 3800941- 100125

Institution Name:	San Francisco School of Massage & Bodywork	Institution Telephone:	(415) 474-4600
Institution Code:	3800941	Administrator Name:	Gary Witt
Street Address:	475 Valencia Street, 3rd Floor San Francisco, CA 94103	Inspection Date:	10/1/2025

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: https://www.bppe.ca.gov/lawsregs/ppe_act.pdf
Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

Violation	Code Section Violated	Description of the violation and required correction.
1	CEC § 94909 (a)(3)(D)	Violation Description: The institution catalog failed to include the following disclosure: “The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888-370-7589) or by visiting (www.osar.bppe.ca.gov).” Correction: The institution shall update the catalog to include the Office of Student Assistance and Relief disclosure, pursuant to CEC § 94909 (a)(3)(D).
2	CEC § 94909 (a)(3)(A)	Violation Description: Page 14 of the institution’s catalog include the specific required language that directs students to the Bureau for unanswered questions however, the phone number inserted was the bureau’s old phone number (916) 431-6959.

Violation	Code Section Violated	Description of the violation and required correction.
		Correction: The institution shall update the catalog to include the bureau's current phone number, (916) 574-8900, pursuant to CEC § 94909 (a)(3)(A).
3	5 CCR § 71810 (b)(3)	Violation Description: Page 21 of the institution's catalog failed to clearly specify whether visa services are provided or whether the institution will vouch for student status and any associated charges Correction: The Institution shall update the catalog with the above information, pursuant to 5, CCR § 71810 (b)(3).
4	CEC § 94909 (a)(9) in conjunction with 5, CCR § 76120 (a)	Violation Description: Page 7 of the institution's catalog, failed to contain the current STRF assessment fee as non-refundable charge within the list of tuition fees. Correction: The institution shall update the catalog to reflect the current STRF assessment fee as non-refundable charge which is zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges, pursuant to CEC § 94909 (a)(9) and 5, CCR § 76120 (a).
5	5 CCR § 76215 (b)	Violation Description: Page 21 of the institution's catalog include the most recent version of the STRF disclosure, however failed to update bureau's current phone number within the disclosure. Correction: The institution shall update the above information to includes the bureau's current phone number (916) 574-8900, pursuant to 5 CCR § 76215 (b)

Violation	Code Section Violated	Description of the violation and required correction.
6	CEC § 94909 (a)(8)(B) In conjunction with CEC § 94920 (b)	Violation Description: The page 22 of the institution's catalog failed to include a compliant refund policy for students who cancel during the cancellation period. Correction: The institution shall update the policy in the catalog so that it is compliant with CEC § 94920 (b) by removing the reference to, "The \$75 registration fee is non-refundable after 3 days from the date of enrollment." within the policy. pursuant to CEC § 94909 (a)(8)(B) In conjunction with CEC § 94920 (b). The policy must comply with the following: (b) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first-class session, or the seventh day after enrollment, whichever is later.
7	5, CCR § 74112 (d)(3)(A)(i)	Violation Description: The institution's catalog failed to identify, the job classification(s) each program prepares its graduates for using the United States Department of Labor's Standard Occupational Classification Codes, at the Detailed Occupation (six-digit) level. Correction: The institution's catalog shall include the above information pursuant to 5, CCR § 74112 (d)(3)(A)(i).
8	5, CCR § 71810 (b)(11)	Violation Description: The institution's catalog failed to include the distance education disclosure. Correction: The institution shall update the institution's catalog with the above information, pursuant to 5, CCR § 71810 (b)(11).
9	5, CCR § 71800 (d)	Violation Description: The institution's enrollment agreement failed to include the date by which the student must exercise his or her right to cancel or withdraw. Correction: The institution shall update the institution's enrollment agreement with the above information, pursuant to 5, CCR § 71800 (d).

Violation	Code Section Violated	Description of the violation and required correction.
10	5, CCR § 71800 (e)(2)	Violation Description: The institution's enrollment agreement failed to include the registration fee as nonrefundable charge under the itemization of charges and fees Correction: The institution shall update the institution's enrollment agreement with the above information, pursuant to 5, CCR § 71800 (e)(2).
11	CEC § 94911 (c)	Violation Description: The institution's enrollment agreement failed to include space for the relevant amounts of charges for each line of charges, <u>THE TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE</u> <u>THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u> <u>THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT</u> Correction: The institution shall update the enrollment agreement to include space for the relevant amounts of charges in bold, underlined type pursuant to CEC § 94911 (c).
12	CEC § 94911 (e) (2) In conjunction with CEC § 94920 (b)	Violation Description: The institution's enrollment agreement failed to include a compliant refund policy for students who cancel during the cancellation period. Correction: The institution shall update the policy in the enrollment agreement so that it is compliant with CEC § 94920 (b) by removing the reference to, "The \$75 registration fee is non-refundable after 3 days from the date of enrollment." within the policy. The refund example Table shall also be updated to comply with CEC § 94920 (b). Remove reference to the "On or after the first day of class" – pro-rata refund applies. The policy must comply with the following: CEC § 94920 (b) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first-class session, or the seventh day after enrollment, whichever is later. *After the cancellation period the pro-rata refund applies.

Violation	Code Section Violated	Description of the violation and required correction.
13	5, CCR § 71716 (a)	Violation Description: The institution's enrollment agreement failed to include the distance education disclosures. Correction: The institution shall update the enrollment agreement to include distance education disclosure pursuant to 5, CCR § 71716 (a).
14	5, CCR § 71716 (b)	Violation Description: The institution's enrollment agreement failed to include the distance education disclosure. Correction: The institution shall update the enrollment agreement to include distance education disclosure pursuant to 5, CCR § 71716 (b).
15	5, CCR § 71716 (c)(2)	Violation Description: The institution's enrollment agreement failed to include the distance education disclosure. Correction: The institution shall update the enrollment agreement pursuant to 5, CCR § 71716 (c)(2).
16	CEC § 94913 (a)(1)	Violation Description: The institution's website failed to include a current catalog. The catalog on the website expired 3.25.2025. Correction: The institution shall update the catalog with any requested changes before posting it to the website pursuant to CEC § 94913 (a)(1).
17	CEC § 94913 (a)(2)	Violation Description: The institution's website includes SPFS for year 2021-2022, however failed to include a current SPFS for year 2022-2023. Correction: The institution shall update the website with the 2022-2023 SPFS sheets, pursuant to CEC § 94913 (a)(2).

Violation	Code Section Violated	Description of the violation and required correction.
18	CEC § 94897 (I)(1)(2)	Violation Description: The institution's website states the institution is approved by the BPPE without stating what approval to operate means. Correction: The institution shall update the statement on institution's website, pursuant to CEC § 94897 (I)(1)(2).

Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

- (1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or
- (2) Within 30 days from the date of the inspection, file with the Bureau a written notice of disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

Notice To Comply Given To Name & Title:	Gary Witt, School Director/Owner
Bureau Compliance Analyst Name:	Gurinder Sandhu
Bureau Compliance Analyst Signature:	<i>G Sandhu</i>

NOTICE TO COMPLY DECLARATION

CU- 3800941- 100125

Institution Name:	San Francisco School of Massage & Bodywork	Institution Telephone:	(415) 474-4600
Institution Code:	3800941	Administrator Name:	Gary Witt
Street Address:	475 Valencia Street, 3rd Floor San Francisco, CA 94103	Inspection Date:	10/01/2025

I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

Signature

Date

Print Name and Title