



## NOTICE TO COMPLY

CA-14961522-06182026

Institution Name:	Bamboo Advance Beauty College	Institution Telephone:	(510) 827-1114
Street Address:	14624 E 14th Street, San Leandro, CA 94578	Administrator Name:	Christina Mai
Institution Code:	14961522	School Code:	14961522
Inspection Date:	June 18, 2026		

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](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 § 94913 (a)(1)	<p><b>Violation Description:</b> The institution’s website (<a href="https://bbabc.education/consumer-information">https://bbabc.education/consumer-information</a>) contains a catalog with violations identified in this NTC.</p> <p><b>Correction:</b> Once the institution's catalog has been updated to remedy the violations, the institution shall update its website to provide the current/updated school catalog pursuant to CEC § 94913 (a)(1).</p>
2	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> The institution’s 2026 catalog contains cancellation and refund policies that fail to comply with the Bureau’s minimum requirements.</p> <p>On pages 42 and 43 of the 2026 catalog, “<i>Student Kit &amp; Book Fee</i>” are nonrefundable.</p> <p>On page 43 of the catalog, “<i>Once used, kits are not returnable.</i>”</p>

Violation	Code Section Violated	Description of the violation and required correction.
		<p>On page 49, <i>“Equipment, books, supplies, tools, uniforms, kits and any other items issued and received by the student would not be returnable.”</i></p> <p><b><u>If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</u></b></p> <p>The Bureau’s cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days.</p> <p>The institution also mentions an application fee and registration fee. The Bureau’s cancellation and refund policy also states that the institution can only withhold a <u>“reasonable deposit or application fee”</u> not to exceed two hundred fifty dollars.</p> <p><b>Correction:</b> The institution shall update its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1<sup>st</sup> class session or the 7<sup>th</sup> day after enrollment, whichever is later.</p>
3	CEC § 94909 (a)(8)(B) in conjunction with 5 CCR § 71751 (a)(3)(A)	<p><b>Violation Description:</b> The pro-rata refund policy on page 49 of the institution’s 2026 catalog does not comply with 5 CCR § 71751 (a)(3)(A).</p> <p>The regulation identifies the calculation as: the amount of the refund owed to the student equals the total charges paid by the student, minus the daily or hourly tuition charge for the program (<b>total institutional charge minus any non-refundable charges, divided by the number of days or hours in the program</b>), multiplied by the number of days or hours the student attended prior to withdrawal, and minus any non-refundable charges.</p> <p><b>Correction:</b> The institution shall update the pro-rata refund policy in its catalog. The policy must demonstrate compliance with CEC § 94909 (a)(8)(B) in conjunction with 5 CCR § 71751 (a)(3)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
4	CEC § 94897 (s)	<p><b>Violation Description:</b> On page 49 of the institution’s 2026 catalog contains an unenforceable policy regarding academic transcripts will not be issued if there is a financial hold on the student’s account or debts owed to the school.</p> <p>“Students wishing to transfer to another institution must pay all monies owed to Bamboo Advance Beauty College, and all applicable academic requirements must be met in order for the student transcripts to be released.”</p> <p><b>CA Civ Code § 1788.93.</b>  <i>Notwithstanding any provision of law, a school shall not do any of the following:</i></p> <p>(a) Refuse to provide a transcript for a current or former student on the grounds that the student owes a debt.  (b) Condition the provision of a transcript on the payment of a debt, other than a fee charged to provide the transcript.  (c) Charge a higher fee for obtaining a transcript or provide less favorable treatment of a transcript request because a student owes a debt.  (d) Use transcript issuance as a tool for debt collection.</p> <p><b>Correction:</b> The institution shall remove the non-compliant statement from its catalog. The catalog must demonstrate compliance with CEC § 94897 (s).</p>
5	CEC § 94909 (a)(8)(A) in conjunction with 5 CCR § 71770 (a)	<p><b>Violation Description:</b> The admission policy on page 11 of the institution’s 2026 catalog does not clearly describe the criteria used by the institution to determine whether each student is qualified for admission to the educational program (“qualified candidate for admission”).</p> <p><b>Correction:</b> The institution shall update their admission policy to include specific written standards for student admissions for each educational program and shall describe in its admissions policy the criteria used by the institution to determine whether each student is qualified for admission to the educational program.</p>

Violation	Code Section Violated	Description of the violation and required correction.
6	CEC § 94911 (e)(1) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> On page 1 of the institution’s <i>Advanced Manicure, Barbering, Hairstyling, Cosmetology 1600 hours, Cosmetology 1000 hours, Esthetician, and Manicuring</i> enrollment agreement templates contains an unenforceable cancellation and refund policy that state “<i>Supplies</i>”, “<i>Equipment</i>”, and “<i>Others</i>” are nonrefundable.</p> <p>On page 2 of the institution’s <i>Advanced Manicure, Barbering, Hairstyling, Cosmetology 1600 hours, Cosmetology 1000 hours, Esthetician, and Manicuring</i> enrollment agreement templates, “<i>Equipment, books, supplies, tools, uniforms, kits and any other items issued and received by the student would not be returnable.</i>”</p> <p><b><u>If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</u></b></p> <p>The Bureau’s cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days.</p> <p>The Bureau’s cancellation and refund policy also states that the institution can only withhold a “reasonable deposit or application fee” <u>not to exceed two hundred fifty dollars.</u></p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in its enrollment agreement templates. The policy must demonstrate compliance with CEC § 94911 (e)(1) in conjunction with CEC § 94920 (b) by clarifying these charges are non-refundable after the cancellation period or get rid of the non-refundable statement altogether.</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC § 94911 (e)(3) in conjunction with 5 CCR § 71751 (a)(3)(A)	<p><b>Violation Description:</b> The pro-rata refund policy on page 2 of the institution’s <i>Advanced Manicure, Barbering, Hairstyling, Cosmetology 1600 hours, Cosmetology 1000 hours, Esthetician, and Manicuring</i> enrollment agreement templates do not comply with 5 CCR § 71751 (a)(3)(A).</p> <p>The regulation identifies the calculation as: the amount of the refund owed to the student equals the total charges paid by the student, minus the daily or hourly tuition charge for the program (<b>total institutional charge minus any non-refundable charges, divided by the number of days or hours in the program</b>), multiplied by the number of days or hours the student attended prior to withdrawal, and minus any non-refundable charges.</p> <p><b>Correction:</b> The institution shall update the pro-rata refund policy in its enrollment agreement templates. The policy must demonstrate compliance with CEC § 94911 (e)(3) in conjunction with 5 CCR § 71751 (a)(3)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
8	CEC § 94897 (s)	<p><b>Violation Description:</b> Page 3 of the institution’s <i>Advanced Manicure, Barbering, Hairstyling, Cosmetology 1600 hours, Cosmetology 1000 hours, Esthetician, and Manicuring</i> enrollment agreement templates contain an unenforceable policy regarding academic transcripts will not be issued if there is a financial hold on the student’s account or debts owed to the school.</p> <p>“Note: Academic transcripts will not be released until tuition charges are paid in full.”</p> <p><b>CA Civ Code § 1788.93.</b>  <i>Notwithstanding any provision of law, a school shall not do any of the following:</i></p> <p>(a) <i>Refuse to provide a transcript for a current or former student on the grounds that the student owes a debt.</i></p> <p>(b) <i>Condition the provision of a transcript on the payment of a debt, other than a fee charged to provide the transcript.</i></p> <p>(c) <i>Charge a higher fee for obtaining a transcript or provide less favorable treatment of a transcript request because a student owes a debt.</i></p> <p>(d) <i>Use transcript issuance as a tool for debt collection.</i></p> <p><b>Correction:</b> The institution shall remove the non-compliant statement from its enrollment agreement templates.</p>
9	5 CCR § 71920 (b)(5)(E)	<p><b>Violation Description:</b> The institution’s transcript templates within the student files failed to contain the institution’s telephone number and website address.</p> <p><b>Correction:</b> The institution shall update their transcript to comply with 5 CCR § 71920 (b)(5)(E) by including the institution’s telephone number and website address.</p>


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:	Christina Mai, Owner & CAO, CEO
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
Bureau Compliance Analyst Signature:	

## NOTICE TO COMPLY DECLARATION

CA-14961522-06182026

Institution Name:	Bamboo Advance Beauty College	Institution Telephone:	(510) 827-1114
Street Address:	14624 E 14th Street, San Leandro, CA 94578	Administrator Name:	Christina Mai
Institution Code:	14961522	School Code:	14961522
Inspection Date:	June 18, 2026		

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