



NOTICE TO COMPLY

CA- 3406231 -032526

Institution Name:	Fair Oaks Massage Institute	Institution Telephone:	(916) 965-4063
Institution Code:	3406231	Administrator Name:	Madonna Polley
Street Address:	10723 Fair Oaks Blvd, Fair Oaks, Sacramento, CA, 95628	Inspection Date:	March 25 th , 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
 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 § 94897(l)	<p>Violation Description: The institutions website, the 2025-2026 catalog on page 11, and the enrollment agreement on page 9 uses the term “approved” without stating clearly and conspicuously that approval to operate means compliance with state standards as set forth in this chapter.</p> <p>Correction: The institution shall update the website, catalog, and enrollment agreement to include the full definition of the term “approved” pursuant to CEC § 94897(l).</p>
2	CEC § 94913(a)(5)	<p>Violation Description: The institution’s website fails to contain the most recent annual report submitted to the bureau.</p> <p>Correction: The institution shall update the website to include all required items pursuant to CEC § 94913(a)(5).</p>
3	CEC §94911(e)(1) in conjunction with CEC §94920(b)	<p>Violation Description: On page 8 and 9 of the institution’s enrollment agreement contains an unenforceable cancellation and refund policy that states</p>

Violation	Code Section Violated	Description of the violation and required correction.
		<p><i>"textbooks and materials not returned in good condition"</i> is non-refundable within the cancellation period.</p> <p>Correction: The institution shall update the refund and cancellation policy in its enrollment pursuant to CEC § 94909 (e)(1) in conjunction with 5 CEC § 94920 (b).</p>
4	5 CCR §76140(a)(8)	<p>Violation Description: The institutions Quarter 3 and 4 Student Tuition Recovery Fund Supporting documentation fail to maintain the course for each student.</p> <p>Correction: The institution shall update the Quarter 3 and 4 Student Tuition Recovery Fund Supporting documentation with the required information pursuant to 5 CCR §76140(a)(8).</p>
5	CEC § 94913 (a)(1)	<p>Violation Description: The institution's website contains a catalog with violations identified in this NTC.</p> <p>Correction: Once the institution's current catalog has been updated to remedy the violation(s), the institution shall update its website to provide the current/updated institution catalog pursuant to CEC § 94913(a)(1).</p>

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

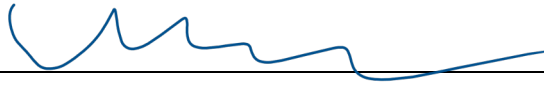
- (1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or
- (2) Within 30 days from the date of the inspection, file with the Bureau a written notice of 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:	Madonna Polley – Owner
Bureau Compliance Analyst Name:	Alexander Vang

Bureau Compliance Analyst
Signature:



NOTICE TO COMPLY DECLARATION

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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