

	PROCESS TITLE	
	Fee-Based Course Cancellation and Refund Process	
	VERSION NUMBER	DATE APPROVED
	01.01	
		DATE REVISED
	01/05/2026	

Cancellations and Refunds:

Space will not be held for registered learners unless monies are received. Registrations made without payment are placed in a wait-listed status.

Generally, at least five learners are required to conduct a course.

Learners will be notified at least 10 business days before a scheduled course should the course need to be cancelled due to low enrollment.

Learners may cancel a course registration up to 10 business days prior to the course and all monies will be refunded minus a 10% processing fee.

Learners may cancel a course registration less than 10 business days prior to the course but will not be refunded unless another learner can fill the spot. If the spot is filled, the learner will be refunded all monies minus a 20% processing fee.

Learners registered for a scheduled course may change to a different date up to 10 business days prior to the registered course without penalty.

Learners registered for a scheduled course may change to a different date less than 10 business days prior to the registered course but will be charged a 20% rescheduling fee. The 20% rescheduling fee will be waived if another learner can fill the spot.

Learners that cancel within 24 hours of a registered course forfeit all monies paid.

Learners that do not show up for a course forfeit all monies paid.

The Course Director reserves the right to make exceptions to these procedures on a case-by-case basis, primarily for consideration of illnesses, accidents, or other extenuating circumstances that are properly documented.