



Clovis Adult Education Refund Policy – Career Technical Education

General Information:

It is the intent of CUSD Clovis Adult Education to have a fair and equitable refund policy for the refund of registration fees in the event that a class or program is cancelled or the student does not plan to attend. The following procedures have been established as part of this policy:

- 1. Refund for classes or programs cancelled by CAE:** If fees are collected in advance of the start date of a class or program, 100 percent of the fees collected will be refunded within 45 days of the planned start date of the class or program cancelled. No written notice by student is required.
- 2. Refunds for students who withdraw on or before the first day of class:** If fees are collected in advance of the start date of the program, and the student does not begin class, or withdraws on the first day of class, the student will receive a full refund, less a processing fee, which can range from \$25.00 to \$100.00, per class. No written notice by student is required.
- 3. Refunds for student enrolled prior to visiting the institution:** Students who have not visited the Clovis Adult Education campus prior to enrollment will have the opportunity to withdraw, without penalty, within three days following attendance at the regularly scheduled orientation or following a tour of the facility and inspection of the equipment.
- 4. Refund for students who withdraw after class commences:** If fees are collected in advance of the start date of a class or program, and the student withdraws on or before the second day of class, the student will receive a full refund, less a processing fee, which can range from \$25.00 to \$100.00, per class. No refund will be issued after the second class session.
- 5. Receipt or other proof of payment is required for all refunds of fees.**
- 6. Refunds for students whose circumstances fall outside of the above information:** If the student feels that they should receive a refund, the student must submit a signed appeal letter, along with payment verification, to the Director of Adult Education for review. The student will receive a determination notice from the Director of Adult Education within 14 calendar days.

**ALL REFUNDS WILL BE PROCESSED WITHIN 45 DAYS WITH
PROOF OF PAYMENT**