



## **Refund Policy 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 the class is cancelled or the student does not plan to attend. The following procedures have been established as part of this policy:

**1. Community Education Refund Policy**

When Community Education initiates a class cancellation only the class tuition is refundable. Before a class begins, when a student initiates a cancellation a class credit less a \$25 processing fee will be issued upon the director's approval. After the class begins – NO REFUNDS will be issued. Certain classes are non-refundable before or after the class begins as stated in the catalog.

**2. Refund for classes or programs cancelled by CAE:** If fees are collected in advance of the start date of the program, 100 percent of the fees collected will be refunded within 45 days of the planned start date of the class or program cancellation. No written notice by student is required.

**3. 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 drop fee of \$25.00 per class. No written notice by student is required.

**4. Refunds for student enrolled prior to visiting the institution:** Students who have not visited 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.

**5. Refund for withdrawal after class commences:** No refund after second class session.

**6.** Receipt is required for all refund and transfer of fees.

**7.** If the student circumstances fall outside of these guidelines and the student feels that they should receive a refund, the student must submit a signed appeal letter, along with payment verification, to the CAE school principal/director for review. The student will receive a determination notice from the CAE principal/director within 14 calendar days.

**ALL REFUNDS WILL BE PROCESSED WITHIN 45 DAYS**

**WITH PROOF OF PAYMENT**