

ARTICLE C: ADMINISTRATIVE PROCEDURE

SECTION 20: PUBLIC EDUCATION CLASS REFUND POLICY

POLICY

To define and implement procedural guidance for processing refunds for public education programs.

PURPOSE

The purpose of the public education class refund policy is to establish a procedure that will provide guidance to staff and the public regarding specific circumstances that qualify for the issuance of a refund of student registration fees.

PROCEDURE

9.1 Refunds

The following conditions apply to all requests for the refund of fees paid to register for any public education class offered by the department:

- A. To qualify for a refund, all refund requests must be received by the department in writing/via email 7 days before the class begins.
- B. A \$10 cancellation fee will be deducted from all refunds.
- C. No refund/credit will be given for the processing fee, as this is charged by a third party for the convenience of using the online registration service.
- D. No refund/credit will be issued after the class begins.
- E. Medical emergencies may be exempt from this policy with certification from a doctor.
- F. All refunds will be given in the form of a check. Please allow 4 - 6 weeks to receive the check.
- G. Certain classes may have specific refund policies that will be clearly stated on registration materials for those classes.

9.2 Transfers/Substitutions

The following conditions apply to all requests to transfer an individual registration from one class to a future class, or to substitute a named individual registration for any public education class offered by the department:

- A. Make-up classes are not always available and are at the departments discretion.
- B. If the department offers a make-up opportunity, a registration may be transferred to another class when the request is made in writing/via email 7 days before the commencement of the original class.
- C. A new individual may be substituted for an original registrant when the request is made in writing/via email 7 days before the commencement of the original class.

9.3 Waitlists

The following conditions apply to all public education classes offered by the department:

- A. A wait list is established if a class is full.
- B. If a space becomes available, staff will notify the participant via telephone and email; payment will not be charged until attendance is confirmed.
- C. Openings will be filled on a first come, first served basis.

9.4 Cancelled Classes

The following conditions apply to all public education classes offered by the department:

- A. Classes that don't meet the minimum enrollment one week before the class starts will be cancelled.
- B. If a class is cancelled, participants are notified via phone and email of two options:
 - a. Registrant may transfer to another available class
 - b. Registrant may receive a full refund less the processing fee, as this is charged by a third party for the convenience of using the online registration service.