



## **Clovis Adult Education Refund Policy – Community 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 the class 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 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 cancelled class. No written notice by student is required.
- 2. Refunds for students who withdraw before the first day of class:** If fees are collected in advance of the start date of the program, and the student withdraws prior to the first day of class, the student will receive a full refund less a processing fee of \$25.00, per class, upon approval by the Director of Community Education. No written notice by student is required.
- 3. Refund for students who withdraw after class commences:** There will be no refunds after the class begins.
- 4. Please note, certain classes are non-refundable as stated in the Clovis Adult Education catalog.**
- 5. 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**