



## Refund and Cancellation Policy for CEUs

### Description

This policy outlines the procedures for cancelling course registrations and requesting refunds for Continuing Education Units (CEUs). It applies both when cancellations are initiated by the learner and when courses are cancelled by the organization. The goal is to ensure clarity and fairness for all parties involved.

### Cancellations by the Learner

- **Full Refund:** Learners may cancel their course registration up to **7 calendar days before the course start date** to receive a full refund, minus a \$10 administrative processing fee.
- **Partial Refund:** Cancellations made **1–6 days before** the course start date will receive a **50% refund**.
- **No Refund:** No refunds will be issued for cancellations made **on or after the course start date**, or for non-attendance without notice.
- **How to Cancel:** Learners must submit a written cancellation request via email to [commdisordersgrad@jsums.edu](mailto:commdisordersgrad@jsums.edu). The date the email is received will determine the refund eligibility.

### Cancellations by the Organization

- If a course is cancelled by the department for any reason, all registered learners will receive:
  - A **full refund** of the registration fee, or
  - The option to **transfer registration** to another upcoming course at no additional charge.
- Learners will be notified of cancellations at least **48 hours in advance**, whenever possible.