

IV. Refund Policy

CTCCB's refund policy is as follows:

STUDENT/EMPLOYER INITIATED DROP When a student voluntarily withdraws or is withdrawn from a course by their employer, a *non-prorated* refund will be made, under the following conditions:

- A written refund request must be submitted to Student Services by the student or their employer **no later than 3:00 pm. on the FRIDAY prior to the first official scheduled class for each semester.** (See Calendar)
A \$20 processing fee will be deducted from refund.
A \$30 drug screen fee will be deducted from tuition refund. (If a drug screen has already been taken)

CTCCB INITIATED NO-FAULT DROP A *non-prorated* full refund will be made under the following conditions:

- The desired course of instruction is discontinued for any reason, or did not make due to low enrollment.
- The student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials or by owners or representatives of the school.
- And written refund request is submitted to Student Services by the student or their employer **during regular 8 am to 5 pm business hours, no later than five (5) business days from the official drop notice date.**
- New textbooks (If already issued) must be returned in "like new" condition and class set books must be returned in the specified condition agreed upon and signed for when book(s) were issued.
- Text book(s) must be returned to Student Services by or before the time written refund request is submitted.

CTCCB INITIATED DROP When a student is dropped from the program due to a failed drug screen or other policy violation, a *non-pro-rated* refund will be made, under the following conditions:

- A written refund request must be submitted to Student Services by the student or their employer during regular **8 am to 5 pm business hours, no later than five (5) business days from the official drop notice date.**
- A \$20 processing fee will be deducted from tuition refund.
- A \$30 drug screen fee will be deducted from tuition refund. (If a drug screen has already been taken)
- New textbooks (If already issued) must be returned in "like new" condition and class set books must be returned in the specified condition agreed upon and signed for when book(s) were issued.
- Text book(s) must be returned to Student Services by the time written refund request is submitted.

REFUND REQUESTS THAT ARE NOT SUBMITTED PER POLICY REQUIREMENTS WILL BE REFUNDED ON A PRO-RATED BASIS, AS SHOWN BELOW; MINUS APPLICABLE PROCESSING FEE AND STATE DECUTIONS

REFUND REQUESTS WILL ONLY BE ACCEPTED UNTIL 3 P.M. DAILY ON THE FIRST TWO NIGHTS OF CLASS

- * **Written** refund requests made after the Friday deadline, and prior to the 5th scheduled class will be refunded at 70%.
- * **Written** refund requests made after the 5th and 6th scheduled classes will be refunded at 40%.
- * **Written** refund requests made after the 7th and 8th scheduled classes will be refunded at 25%
- * Students are not eligible for a refund in any amount for classes 9 through 28

1. New text book(s) if issued, must be returned in "like new" condition at the time of the refund request.
2. Class set book(s) if issues must be returned the condition specified and agreed upon when book(s) were issued.
3. Books must be returned before by the time the written refund request is submitted. Otherwise the price of the book(s) will be deducted from the prorated refund.
4. **No refunds will be issued after the 8th class period.**

Refunds will be processed within 30 days of the date that the written refund request and books, (if any) were turned in to the Student Services Coordinator.

Refunds will be mailed to the address provided on the application unless the CTCCB has been notified in writing of a change of address.

The CTCCB will not be held liable for non-delivered mailings sent to an incorrect address due to student/applicant failure to update their mailing address in writing or any other reason beyond the control of the CTCCB.