



HOW MAY I RECEIVE A REFUND?

COURSE REFUND POLICY

If one withdraws from a course **prior to the first class/webinar**, a \$10 cancellation fee to cover our credit card processing must be purchased online. Go to nbo.universitytickets.com and log into your account to execute the transaction.

A full refund will then be given to the credit card used for the initial purchase. **Please allow two weeks for the credit to appear.**

If one withdraws from a course **after the first class/webinar**,

- a \$10 cancellation fee must be purchased online.
- \$30 must be purchased on line in addition to the cancellation fee if withdrawing after the first class.
- \$60 must be purchased online in addition to the cancellation fee if withdrawing after the second class.
- Thereafter, no refunds are given.
- Credits are not given for future courses.
- A transfer, at no cost, to another course offered during the same quarter is an option. To request a transfer, [please contact the Cont. Ed Online Help Desk](#). Access to the livestream session and recording will depend on when the transfer is requested.