



# The NORTH CAROLINA ARBORETUM

AN AFFILIATE OF THE UNIVERSITY of NORTH CAROLINA SYSTEM

## Adult Education Cancellation Policy

Adult Education Programs appreciates that plans can change, particularly given our collective experience over the last year. Your payment, however, helps us confirm sufficient enrollment for a class to proceed and allows us to contract the instructor.

When cancelling class registration, email [AdultEducation@ncarboretum.org](mailto:AdultEducation@ncarboretum.org)

- If you must cancel your registration for a class, 50% of your registration fee will be refunded if notice is received in writing via email *at least eight (8) calendar days before the class begins*. Due to limited staff availability and remote working arrangements, we cannot honor refund requests received via telephone or voicemail messages.
- Registration fees are not refundable when cancellation notice is received fewer than eight (8) calendar days before the class starts or after the class has begun. The Arboretum cannot refund fees requested on or after the start date of a program or for sessions missed due to student illness or other personal situations. Partial refunds are not available for unattended sessions of a class series.
- There are sometimes additional materials fees for supply-heavy cooking, horticulture or art classes, and materials must be purchased well in advance of a class start date to stay within a budget. You will be contacted via email regarding the materials fee and can choose to pick up or donate unused supplies.

In the event that the Arboretum must cancel or reschedule a class due to instructor availability or for any other reason, you will be notified by phone or email. The Registrar will offer you the option to transfer to the rescheduled date, donate your registration fee or a portion of it for Education programs at the Arboretum, or receive a full refund.

\*By registering, participants agree to the Liability Waiver; read the [Liability Waiver here](#).