



## Adult Education Cancellation Policy

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

*Due to limited staff availability and remote working arrangements, we cannot honor refund requests received via telephone or voicemail messages.*

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

- ONLINE CLASSES: No refunds are granted for nonattendance in an online class. Links to recorded classes are sent within 1 to 3 business days following each live meeting. Exceptions are made for online classes that can't be rescheduled in the event that technical difficulties prevent a live class from occurring.
- ONSITE/FIELD CLASSES: If you must cancel your registration for an onsite or field-based class, you will be refunded 50% of your registration fee if notice is received *at least 7 days before the class begins*. No refunds are made fewer than 7 calendar days before the class starts or after the class has begun. You may also indicate your desire to donate registration fees to support educational programming at the Arboretum.
- 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.
- We recognize that a pandemic makes all planning unpredictable. Should illness or exposure prevent your participation in a class, we will try if at all possible to work with you to transfer a portion of your registration fee toward a future class or count it toward an Annual Fund donation.
- 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. Supply fees are not refundable.

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. For canceled classes, you will be offered 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.

Completing your registration for an online class indicates you agree to abide by Adult Education Programs' current Safety Guidelines and *Liability Waiver*.