



## Adult & Continuing Education Programs General FAQs

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North Carolina Arboretum Society members receive a 10% discount on class registration fees. [Become an Arboretum Member!](#)

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**Q. What are the dates, times and the location of classes?**

A: All dates, times and locations of all classes are listed in the course descriptions. Class locations are indicated by ONLINE, ONSITE or FIELD just before the date.

*For example: ONSITE | Thursday, October 21 - 10 to 11:30 a.m.*

**Q: I'm a current member of the Arboretum. How do I redeem my 10% discount towards classes?**

A: Before you begin your registration, make sure that you are signed into your account. If you are signed in correctly and the discount is still not applied, please go ahead and register. Email us at [adulthoodeducation@ncarboretum.org](mailto:adulthoodeducation@ncarboretum.org) and the discount will be refunded to your account within 3 to 5 days.

**Q: How do I get help with registration?**

A: For the fastest and most thorough response, please email us at [adulthoodeducation@ncarboretum.org](mailto:adulthoodeducation@ncarboretum.org). We are also available during business hours at (828) 665-2492 ext. 222.

**Q: When will I receive information about where to meet? What should I bring?**

A: A few days before the class date, we send a reminder email containing all pertinent class information including the meeting location at the Arboretum or afield (if online, the Zoom link), method of connecting with your instructor if needed, how to dress and/or what to bring.

Our online classes are held on Zoom. Please download the Zoom application (<https://zoom.us/download>) ahead of time. We recommend joining online classes a few minutes early to work out any potential technical issues before the class starts. If you have

trouble signing on to a class, please contact us via email at [adulthoodeducation@ncarboretum.org](mailto:adulthoodeducation@ncarboretum.org).

**Q: *Something came up and I can't make it to class. Can I get a refund?***

A: Withdrawals made up to seven business days prior to a scheduled in-person class are eligible for a 50% registration fee refund. Please contact us at [adulthoodeducation@ncarboretum.org](mailto:adulthoodeducation@ncarboretum.org) to request a class withdrawal and partial refund.

Our online courses are recorded unless otherwise noted, available for streaming by registrants up to one month following the class date, but not available for download. A link to the recording will be sent to all registrants within 5 days of the class regardless of their participation in the live course.

**Q: *Can I bring someone that is not registered with me?***

A: Only those who have registered and paid for any Arboretum class are permitted to attend. Participants are not allowed to bring any unregistered guests, pets, or children to the program.

**Q: *Do I need to pay for parking for on-site classes?***

A: Arboretum entry on the day of a class is included in your registration fee. Just stop by the gatehouse and identify yourself to the attendant. Members can enter through the member gate as normal.

**Q. *I'm enrolled in one of the Arboretum's Certificate of Merit programs and/or am seeking my North Carolina Environmental Educator certification. Which classes count toward my program?***

A: As a first resource, consult [our certificate programs](#) webpage, including Course Overviews. If applicable, class listings include the eligibility category (Core or Elective) for our Blue Ridge Naturalist & EcoGardener programs. Also listed are opportunities for credit toward North Carolina Environmental Educator (NCEE) certification.

**Q: *Are there any opportunities for scholarships?***

A: If the cost of a class is a financial hardship for you, please submit our [Scholarship Application](#), and we will be in contact to follow up.