

### **Course Cancellation, Dismissal or Rescheduling / Refunds**

North Carolina Professions Appraisers Coalition (NCPAC) - reserves the right to cancel or reschedule a course as needed (in an emergency or weather dictated situation) or required by a governmental authority or an NCAB directive. Students enrolled in a rescheduled or cancelled course will be given notice as soon as possible after the need to cancel or reschedule is known.

If a governmental authority or NCAB requires an In-Person class to be cancelled due to health or safety the class will be rescheduled In-Person when feasible.

### **If a course is cancelled or rescheduled, students will have the following options:**

#### **Cancellation by Education Provider at Education Provider's Initiative:**

Enrollees will be credited for future class during the same CE year or, if enrollee chooses, refunded the entire amount paid.

**Cancellation due to Directive Outside Education Provider's Control:** Enrollee will be credited for future class during the same CE year or refunded the class fee as follows: If Enrollee chooses a refund the refund will be by check; the refund will be the amount paid minus any Credit Card processing fee and the mailing costs.

**Cancellation by Enrollee:** All Attendee cancellations must be received in writing (either by email or mail) prior to the scheduled event and must be received no less than 7 days prior to the event. No refunds will be made for "No Shows" or cancellations less than 7 days prior to the event. To make changes and/or cancellations to your registration, submit your request via email or in writing to: [NCPAC@live.com](mailto:NCPAC@live.com) or NCPAC, 1821 Hillandale Rd, Suite 1B-145, Durham, NC 27705. If an enrollee cancels they will be credited for future class during the same CE year or refunded the class fee, as follows: If Enrollee chooses a refund the refund will be by check; the refund will be the amount paid minus any Credit Card processing charges and the mailing costs.

### **Withdrawals / Rescheduled Classes / Refunds**

**Class Reschedule by Enrollee:** Enrollees will be allowed one class reschedule per class enrollment. Once that reschedule has occurred enrollees who need subsequent rescheduling will be charged a \$20 rescheduling fee for each subsequent reschedule to be paid prior to attending class.

**Withdrawal:** Enrollee will be credited for future class during the same CE year or refunded the class fee as follows: If Enrollee chooses a refund the refund will be by

check; the refund will be the amount paid minus any Credit Card processing charges and the mailing costs. Enrollees who have had a previous reschedule and then subsequently withdraw from the rescheduled class will be charged a \$20 fee deducted from the refund in addition to the earlier stated costs/fee.

**Missed Class:** Enrollees missing a class will be allowed to reschedule once during the same CE year as noted above. Enrollees choosing to withdraw after a missed class will be charged an additional \$20 fee deducted from the Withdrawal refund as described above.

**Dismissal from Class:** Attendees dismissed from a class for any reason dealing with failure to follow Student Conduct requirements below will not be rescheduled for a future class. Students dismissed from a class will not be provided with any refund. (More than 2 warnings to an individual attendee may result in dismissal from a class.)