

## ADULT PROGRAMS CANCELLATION AND REFUND POLICY

If you must cancel your registration for a program, you can do so online, via email ([ncbgregistrar@unc.edu](mailto:ncbgregistrar@unc.edu)), or by calling 919-962-4882. Students who cancel seven (7) or more days before the first day of a program have two options:

- receive an 80% refund (20% withheld for administrative processing) credited back to the credit card used for payment, or
- receive a full refund as course credit to use toward a future program within one year of the issuance of the credit.

Your registration payment for a program reserves your seat and is a determining factor in the engagement of the instructor. No refunds are made less than seven calendar days before a program begins. Partial refunds or transfers are not available for unattended sessions of a class series.

If a program does not reach a minimum registration level, it may be cancelled. In this case, you will receive a phone or e-mail notification and your registration fees will be refunded in full.

Should a program be postponed, and a pre-scheduled make-up date was not included in the program listing, you will have the option to receive a full refund or receive a full refund as course credit to use toward a future program within one year of the issuance of the credit.

Refunds/credits are not available for participants who fail to attend a program for which they have registered.