



## CLL STANDARD REFUND AND TRANSFER POLICY

Complete a 'CLL Refund & Transfer Form' at the Schott or Wake Campus main office. You can also find and submit the form online at <https://thecll.org/library/faq/>

### Before the Second Class Meeting - Multiple Session Classes

- A student receives a full refund. Materials fee restrictions may apply.\*
- A student can transfer into another class before the second class meeting at no charge. The student is responsible for any balance due for the new class.\*\*

### One Day Workshops

A student receives a full refund. Materials fee restrictions may apply.\* Refund requests must be received within seven days after class meets.

#### \*Restrictions

- Day trips: Materials fee refundable 14 days before the trip.
- One day cooking class: Materials fee refundable before class meets.

\*\*A student in a language class may transfer to a different level of the same language before the third class meeting of the original class. The student is responsible for any balance due for the new class.

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## CLL STANDARD ONE AND TWO DAY WORKSHOPS / FOOD / TICKETS

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### One and Two Day Workshops / Food / Tickets

A student receives a full refund. Materials fee restrictions may apply.\*

Refund requests must be received within seven days after class meets.

#### \*Restrictions

- Day trips: Materials fee refundable 14 days before the trip.
- One day cooking class: Materials fee refundable before class meets.

**PLEASE ALLOW 6 TO 8 WEEKS FOR PROCESSING OF ALL APPROVED REFUND REQUESTS.**

*This policy is effective July 11, 2016 and replaces all previous CLL refund and transfer policies.*