



Customers Final Exam

MC "TRUE / FALSE: If a course has already met maximum capacity, you may perform an override without additional permissions."

- ☐ True
- ☒ False

MC What is the deadline for clients to transfer from one class to another?

- ☒ The start of the first session
- ☐ 10 city business days prior to the first session
- ☐ Transfers are only permitted with the program supervisor's explicit permission
- ☐ There is no deadline for transferring courses

MC What is the preschool registration policy?

- ☒ Those currently enrolled in preschool have up until a week prior to the next class for priority registration; Registration opens to the public the week of the last session.
- ☐ Those currently enrolled in the preschool program have strict priority to reenroll in the class up until the start time; Public registration starts once the class is already in session
- ☐ Priority Registration doesn't exist for any classes
- ☐ Priority registration for clients works across all facilities.

MC Generally, what is the registration refund policy?

- ☒ A client has up to 10 city business days prior to the start of the course to be eligible for a 50% refund back to their credit card OR a 100% credit back to their CarlsbadConnect account - where it is valid for 1 year.
- ☐ A client may receive a full refund up until 10 city businesses days prior to the first class session.
- ☐ No refunds at any time will be granted
- ☐ If the first class session is less than 10 city business days away, the client is entitled to a 50% refund back to their CarlsbadConnect account

MC In what case(s) are you permitted to complete an Age Override?

- ☒ The client is within 1 (one) month of either the minimum or maximum age and the applicant will benefit by participating in the group.
- ☒ the client has received authorization directly from the instructor and the instructor explicitly informed you of their acceptance.
- ☐ The parent of the enrollee is enrolling 2 children in the same class, where one child is within the age requirements while another is 1 (one) year too young)
- ☒ the enrollee claimed they were in the class prior due to previous authorization. You have confirmed that they were enrolled in the same class, with the same instructor.

MC "TRUE / FALSE: By clicking the '\$' symbol on the payment page, the remaining balance will automatically be applied in the corresponding text field, even if you have already applied a portion of the balance using a different payment method"

- ☒ True
- ☐ False

MC Is it okay to enroll in a class or activity even if the course has reached their maximum capacity (Select any/all that apply)

- ☒ Yes, as long as you have explicit permission from the activity supervisor.
- ☐ No, not at all
- ☐ Yes, if a parent is trying to enroll 2 children in the course
- ☒ No, if a waiting list has been set up for the class, the participant may only be placed on the list and will be contacted if any openings appear.

Key: **MC** = Multiple Choice, **KW** = Keyword, **FT** = Free Text, **IP** = Info Page