

IN-COURSE CONTACT HOURS

Co-Active Coaching Fundamentals: A 3-day course. In Class Contact Hours: 20 Hours.

Fulfillment, Balance, Process, In the Bones: Each is a 3-day course. In Class Contact Hours per course: 24 hours.

PAYMENT AND ENROLLMENT

You may pay by check, VISA, MasterCard, American Express or Discover. Your signature on the Registration Request Form authorizes CTI to automatically charge your credit card. Balances due will be automatically charged 21 days prior to the course date. All course enrollments are subject to availability. If there is no space in your "First Choice" Course(s) you will be placed on a Waiting List for your "First Choice" and, subject to availability, enrolled in your "Second Choice." You will receive written notification of your enrollment status. If neither course is available, we will contact you to discuss other options. Your enrollment in a course is based on the receipt of funds for both the deposit and balance due. Your balance is due 21 days prior to the start of your course. In the process of enrolling you in your requested course(s), CTI will notify you if there are insufficient funds. If we do not hear from you within 48 hours of our notification, your requested space in the course(s) will be released.

BUYER'S RIGHT TO CANCEL

You have a right to cancel your enrollment and receive a refund by delivering a **written notice** to: The Coaches Training Institute, 4000 Civic Center Drive, Suite 500, San Rafael, CA 94903. You do not have the right to cancel by telephoning or e-mailing the school, or by not attending a course you are registered for.

If you are a Minnesota student, please see the Minnesota Student Buyer's Right to Cancel.

RIGHT OF REFUSAL

CTI reserves the right to refuse a student participation in courses and/or programs. In addition, upon the recommendation of both CTI Course Leaders, CTI reserves the right to remove from a classroom a student who is negatively impacting other students and/or the learning environment.

REFUND POLICIES

For All Course Participants, except Minnesota Residents:

General Information Regarding Cancellations, Withdrawals, and Refunds: If you choose to cancel your enrollment in a course, and if it is 21 or more days prior to the start of the course, you will receive a full refund, including the \$50 non-refundable registration fee. Written notifications to cancel a course received must be postmarked 21 days prior to the course start date. If you cancel less than 21 days prior to the start of a course, you will receive a full refund minus a \$50 non-refundable registration fee. **Discounted Package Withdrawal:** If you withdraw from a discounted program package, you will be charged the full individual course fee for any completed courses. The \$50 non-refundable registration fee will be applied if written notice is received less than 21 days prior to the next course date. The full individual course fee is \$495 for Fundamentals, and \$895 each for Fulfillment, Balance, Process and In the Bones. You will be refunded or charged based on these rates. **Individual Course Withdrawal:** If you withdraw from an individual course after the course has already begun, you will receive a pro rated refund—minus the \$50 non-refundable registration fee—based on time completed in the course. If the course materials are returned in their original condition within 30 days of the date of cancellation, you will also receive a refund for the cost of the materials. For example, if you attend the Fundamentals Course, retain the course materials, and cancel 12 hours into the course: \$495 (Fundamentals Tuition) - \$50 (non-refundable Registration Fee) - \$50 (Materials Fee) = \$325 (Course Fee less Registration Fee & Materials) \$325 divided by 20 (Total Fundamentals classroom hours) = \$19.75 (Amount per classroom hour) x 8 (Classroom hours not attended) = **\$158.00 Student Refund Amount** (Add \$50 to refund amount if materials are returned in original condition within 30 days of cancellation date.)

Transfer Fees: If you choose to transfer from one course date to another within 21 days of the course start date, you will be charged a \$50 transfer fee.

Notice of Cancellation/Withdrawal and Refunds: Written notice of cancellation shall take place on the date the letter of cancellation/withdrawal is postmarked, or if hand-delivered, the date delivered to the school. Refunds will be made within 30 days following the receipt of written requests.

For California and Colorado Residents Only:

The Coaches Training Institute is licensed with the Bureau for Private Postsecondary and Vocational Education, State of California, and the Colorado Department of Higher Education, Private Occupational School Board. Licensing means we have met certain minimum standards imposed by the state for licensed schools on the basis of our written application to the state. You will receive an enrollment agreement that details the full refund and program policies for your state.

For Minnesota Residents Only:

General Information Regarding Cancellations, Withdrawals, and Refunds: A full refund of all tuition, registration fees or costs, will be made if a request for cancellation is made 21 or more days prior to the scheduled start of your course. In other circumstances the following Refund Policy shall apply. Minnesota residents will be notified of acceptance/rejection in writing. In the event you are rejected, all tuition, fees and other charges will be refunded. Notwithstanding anything to the contrary, if you give written notice of cancellation within five (5) business days of the day on which you were accepted, then a complete refund is given regardless of whether the program has started. If you give written notice of cancellation after five (5) business days from the day on which you were accepted, but before the start of the course, then all tuition, fees, and other charges, except 15% of the total cost of the course (15% not to exceed \$50.00) shall be refunded to you. **Discounted Package Withdrawal:** If you withdraw from a discounted program package, you will be charged the full individual course fee for any completed courses. The full individual course fee is \$495 for Fundamentals, and \$895 each for Fulfillment, Balance, Process and In the Bones. You will be refunded or charged based on these rates. **Individual Course Withdrawals:** If you give written notice of withdrawal after the start of the course for which you have been charged, but before completion of 75% of the course, then you will be assessed a pro rata portion of tuition, fees and all other charges plus 25% of the total course cost (25% not to exceed \$100.00).

Transfer Fees: If you choose to transfer from one course date to another within 21 days of the course start date, you will be charged a \$50 transfer fee.

Notice of Cancellation/Withdrawal and Refunds: Written notice of cancellation shall take place on the date the letter of cancellation/withdrawal is postmarked, or if hand-delivered, the date delivered to the school. Any notice of cancellation or withdrawal shall be acknowledged in writing within 10 business days of receipt of such notice and all refunds shall be forwarded within 30 business days of receipt of such notice. This refund policy is not linked to any student conduct policy, and any promissory instrument shall not be negotiated prior to the completion of 50% of the course.

The Coaches Training Institute is licensed as a private career school with the Minnesota Higher Education Services Office. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions. The educational programs may not meet the needs of every student or employer. Any questions or problems concerning this school, which have not been satisfactorily answered or resolved by the school, should be directed to: Minnesota Higher Education Services Office, 1450 Energy Park Drive, Suite 350, ST. Paul, MN 55108-5227.