

Coaches.
Training Institute

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CAL V5.1

Program Policies

In-Course Contact Hours:

The Co-Active Leadership Program is a 4 retreat program with a total of 200.50 in-course contact hours.

Payment and Enrollment:

You may pay by check, VISA, Mastercard, American Express or Discover. Your signature on the Program Registration Form authorizes CTI to automatically charge your credit card. Balances due will be automatically charged 21 days prior to the retreat start date. All program enrollments are subject to availability. If there is no space in your "First Choice" program 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 program is available, we will contact you to discuss other options. Your enrollment in a program is based on the receipt of funds for the deposit and the balance due according to your selected payment option. Your remaining balance is due 21 days prior to the start of each retreat date. In the process of enrolling you in your requested program, 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 program may be released.

Buyer's Right to Cancel:

Buyer has a right to cancel their 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 program you are registered for.

CTI has a right to cancel/reschedule programs at its discretion. CTI will not be responsible for costs that may be incurred by students as a result of such cancellations or rescheduling.

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 retreat a student who is negatively impacting other students and/or the learning environment.

Refund Policies/Processing Fees:

Cancellations & Transfers:

If you choose to cancel your enrollment in a Leadership program you will be charged a processing fee according to the schedule below. Processing fees are in US dollars for US programs and in Euros for Spain programs. Fees for transfers and cancellations will be deducted from the program deposit. The transfer policy does not apply when transferring into a program for which you have been wait-listed.

- More than 60 days prior to Retreat 1 start date: transfer fee \$200/€200; cancellation fee \$400/€400.
- 30-60 days prior to Retreat 1 start date: transfer fee \$400/€400; cancellation fee \$600/€600.
- Less than 30 days prior to Retreat 1 start date: transfer fee \$600/€600; cancellation fee \$800/€800.

Program Withdrawal: If you withdraw from the leadership program after the program has already begun, the following fees will be charged, based on the time completed in the program.

- After the 1st retreat: 50% of total program fees
- After the 2nd retreat: 80% of total program fees
- After the 3rd retreat: 100% of total program fees

If you miss Retreat #2 or #3 of your enrollment program, you will be required to start again with Retreat #1 and will be charged for residential fees plus a \$300 / €300 transfer fee. If emergency prevents you from attending retreat #4, upon the recommendation of all concerned CTI Course Leaders, you may pay a \$300/€300 transfer fee and complete Retreat #4 in a subsequent program.

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.