

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: five automatic credit card charges of \$600 each will take place the 1st of the month following the start date of your program and approximately every 30 days thereafter. All program enrollments are subject to availability. You will receive written notification of your enrollment status. If there is no space in the month you have selected, we will contact you about other options. Your enrollment in the Program is based on acceptance of your application and the receipt of funds for both the deposit and balance due. In the process of enrolling you in your requested program, CTI will notify you if there are questions about your application and/or if there are insufficient funds. If we do not hear from you within 48 hours of our notification, your requested space in the program will be released.

BUYER'S RIGHT TO CANCEL

You have a right to cancel this enrollment agreement and receive a refund by delivering a **written notice** to: The Coaches Training Institute, Attn: Certification Program Specialist, 1879 Second Street, San Rafael, CA 94901. You do not have the right to cancel by telephoning or e-mailing the school, or by not attending the program you are registered for.

If you are not a resident of California, you are not eligible for protection under and recovery from, the California Student Tuition Recovery Fund (STRF). You are not required to pay the state-imposed fee for the STRF if you are: 1. Not a California resident, or 2. If your tuition is being paid by a third-party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

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 the CTI Program Leader, CTI reserves the right to remove from a program and/or classroom a student who is negatively impacting other students and/or the learning environment.

REFUND POLICIES

For all Certification Program participants, except Minnesota Residents:

General Information Regarding Cancellations, Withdrawals, and Refunds: If you chose to cancel your enrollment before the beginning of the program, you will receive a full refund minus a \$75 non-refundable registration fee. Tuition for your program includes a \$250 materials fee for the course manual. This fee is refundable only if the manual is returned in its original condition within 30 days of cancellation. If you cancel after the start of your program, a refund will be pro-rated for the unused portion of the program.

If you withdraw from the program, after the 5th business day of the start of the course, you will receive a pro-rated refund – minus the \$75 non-refundable registration fee – based on the 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. The refund is calculated from the postmarked date of the written notice. For example, if a student's cancellation is received after completing 100 program hours, paid \$3,600, and retains the manual, the refund would be calculated as follows: \$3,600 (Program Tuition) - \$75 (non-refundable Registration Fee) - \$250 (Materials Fee) = \$3,275 (Program Fee less Registration & Materials Fee) \$3,275 divided by 177 (Total Program hours) = \$18.50 (Amount per Program hour) x 77 (Program hours not attended) = **\$1,425 Student Refund Amount** (Add \$250 to refund amount if course materials are returned in original condition within 30 days of cancellation date.)

Transfer Fees: If you chose to transfer your start date from one program month to another, there will be a \$75 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 Residents Only:

The Coaches Training Institute is licensed with the Bureau for Private Post Secondary and Vocational Education, State of California. 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. Any questions or problems concerning this school, which have not been satisfactorily answered or resolved by the school, should be directed to: Bureau for Private Postsecondary and Vocational Education, 400 R Street, Suite 5000, Sacramento, CA 95814-3517, Tel. (916) 445-3427.

For Minnesota Residents Only (Minnesota Student Buyer's Right to Cancel):

General Information Regarding Cancellations/Withdrawals, and Refunds: Each student will be notified of acceptance/rejection in writing. In the event a student is rejected, all tuition, fees, and other charges shall be refunded. Notwithstanding anything to the contrary, if a student gives written notice of cancellation within five (5) business days of the day on which the student is accepted, then a complete refund is given regardless of whether the program has started. If a student gives written notice of cancellation after five (5) business days of the day on which the student is accepted, but before the first lesson (Certification phone call), then all tuition, fees, and other charges, except 15% of the total cost of the program (15% not to exceed \$50.00) shall be refunded to the student. If a student gives written notice of cancellation after the first lesson (Certification phone call) is completed, but before completion of 75% of the period of instruction, then the student is assessed a pro rata portion of tuition, fees and all other charges plus 25% of the total program cost (25% not to exceed \$75.00).

Transfer Fees: If you choose to transfer from one course date to another, prior to the start of the course you are signed up for, you will be charged a \$75 transfer fee.

Notice of Cancellation/Withdrawal and Refunds: Written notice of cancellation shall take place on the date the letter of cancellation is postmarked, or in the case where notice is hand carried, it shall occur on the date the notice is delivered to the school. The date of the execution of the enrollment agreement shall be presumed to be the date of delivery of the notice of acceptance, and if delivered by mail, the postmarked date of the letter of acceptance. Any notice of cancellation shall be acknowledged in writing within 10 business days of receipt of such notice and all refunds shall be forwarded to the student within 30 business days of receipt of such notice. This refund 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 by the Minnesota Higher Education Services Office. 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.