

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, 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 a course you are registered for.

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

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 fee is \$495 for Relationship Fundamentals, and \$895 each for Relationship River, Relationship Geography and The Way of Relationship. 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 Relationship Fundamentals Course, retain the course materials, and cancel 12 hours into the course: \$495 (tuition) -\$50 (non-refundable Registration Fee) -\$50 (Materials Fee) = \$395 (course Fee less Registration Fee & Materials) \div 16 (Total Relationship Fundamentals classroom hours) = \$24.68 (Amount per classroom hour) x 4 (Classroom hours not attended) = \$98.72 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.