

# Policies

## 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 for your deposit and balance(s) due. See the table below for information regarding deposits and payments.

COURSE	PRICE	DEPOSIT	PAYMENTS	PAYMENT NOTES
7 Entrepreneurial Skills Course	\$1,600	\$265	\$267 x 5	Your deposit is applied to your first month in the course, and the first of the five automatic payments for the balance will take place the 1st of the month following the start date of your course and approximately every 30 days thereafter.
Business Catalyst Courses	\$900	\$225	\$225 x 3 for each remaining course	Your deposit will be applied to your first course. Your remaining payments will be charged 21 days prior to the start date of each remaining course.

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. 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 or by faxing your cancellation to 415-460-6878. You do not have the right to cancel by not attending a course you are registered for.

## 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.

## 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

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 your USD \$75 non-refundable registration fee. If you cancel less than 21 days prior to the start of your course, you will receive a full refund minus a USD \$75 non-refundable registration fee.

## TRANSFER FEES

You can transfer to another course without penalty up to 21 days before a course begins. If you transfer within 21 days of the course, there is a \$75 non-refundable registration fee.