

## Online Courses

**REFUND POLICY:** For refunds requested within 10 calendar days commencing on the date listed as the Start Date in the ed2go Student Center, 100% of the tuition amount shall be refunded, provided no more than 50% of the program has been completed and all course materials are returned in as-new condition to ed2go at the student's expense. Such materials must be received within 10 days of the date of Materials Return Instructions sent by ed2go to the student by email notification. The cost of materials not received or those that cannot be returned (such as software, memberships, exam vouchers, exam sponsorship, equipment, etc.) shall not be refunded to the student. Refunds shall be paid to the Student or Finance Plan, with forgiveness granted within 30 days following the deactivation date of the program.

Refund requests must be made through email by the student.

No refunds shall be available after the 10 calendar days commencing on the start date listed in the ed2go Student Center, unless written justification is received from the student within the original access period of the student's program, not including extensions, transfers, or holds processed. Complaints are found to be valid based on ed2go's investigation, including soliciting course provider and/or facilitator feedback, and ed2go Partner school's review of the findings of the investigation.

ed2go's refund policy shall be superseded by a Partner school or third-party funding source's policy only if that policy is more stringent, such as one that does not allow for refunds or one that allows fewer days in which to request the refund. Consult the Partner school or third-party funding source's policies and procedures for additional information.

## In-person programming

**Payment:** Adults who are accepted for admission to a daytime program must comply with the payment schedules in force at the time of admission. Short-Term courses require full payment at the time of application/registration; and prior to attending the first scheduled class session.

**Payment Agreement:** All adult BTC students must complete the "[Adult Student Agreement Form](#)" prior to admission as well as the "[Adult Student Tuition and Fees Payment Agreement](#)" indicating how the education will be funded. Tuition for BTC Programs should be paid in advance to cover the entire instructional program via our online registration system, CourseStorm, or payment arrangements must be made before the course begins. Full payment for short term adult and community education programs must be paid at the time of registration. Adult students who are enrolled in a BTC Program or short-term course are entitled to a refund of tuition when a request to withdraw is made in writing within 10 days of the course beginning.

Refunds are based upon yearly tuition regardless of chosen payment plan.

Refunds will not be made for any fees other than tuition.

Discontinuation by a funding agency must be in writing.

Refunds will be issued within 45 days of written notification.