

KAE Refund & Materials Fee Policy

Refunds:

- 100% credit or refund for classes cancelled by Kittery Adult Ed.
- 100% refund, minus processing fees, if participant withdraws at least 5 days before the class.

Note:

- Refunds for online payments will be processed immediately.
- Refunds for cash or check payments may take up to 6-8 weeks to process.
- To avoid a nonrefundable processing fee: please pay by cash or check.

No refunds:

- if a participant withdraws within five days of the class.
- if a participant has been sent a Zoom link for an online class (usually sent about 5 days before the class).
- for classes that have already started.

Unexpected closure of Kittery Adult Ed (due to snow or otherwise):

- For on-site classes that are just starting, participants will receive 100% credit.
- For on-site classes already in progress, participants will receive a prorated refund for the missed class.

Material fees:

- Material fees (for class supplies) are separate from registration fees.
- These fees are paid by *cash or check on the first day of class*, and go directly to the instructor.
- Material fees or cost of a book are not refundable after the first session.
- No shows and those who cancel late may still be billed for the material fees incurred by the instructor.