



Old Orchard Beach/Saco Adult Education

Learning for Better Living

Refunds & Transfer Credit Policies

The following policy updates provide a new standard practice for both Old Orchard Beach/Saco and Biddeford Adult Education programs. We are excited to offer more flexibility for students and lower course cancellation rates. Here are the new policies:

1. If a student withdraws three (3) or more *business days before a class, you can request a full refund of the course fee—unless otherwise noted in the course description. The refund will be reduced by a 5% cancellation fee. Alternatively, you can request that we hold your course fee as a transfer credit. Transfer credits are not subject to the 5% cancellation fee and are valid for one year after issue.

2. If a student withdraws two (2) or fewer *business days before the class, no refunds or transfer credits will be issued. This is to ensure we can fully pay our instructors.

We reserve the right to change, reschedule, or cancel a class due to unforeseen circumstances (i.e., inclement weather, instructor illness, emergent issues causing scheduling conflicts, etc.) or low enrollment. Students have the option to request a transfer credit or refund within three (3) *business days of receiving notification of the change.

Note: Courses with low enrollment are canceled one to five (1–5) *business days before the class's scheduled start date, and students are issued full refunds.

*Business days = Monday through Friday.

Our Guarantee

We strive to offer educational programs of the highest quality. If, after the completion of a course, you feel that the quality was unsatisfactory, you may request a refund.

Please email adultedinfo@rsu23.org or mail a letter to our administrative office stating the reasons for your dissatisfaction within 10 days of the course completion date for refund consideration.

Weather Cancellations

Schools announce weather cancellations in the morning on channels 6, 8, & 13. Here are links to each channel's cancellation page: [Channel 6](#), [Channel 8](#), and [Channel 13](#). If RSU 23 (Old Orchard Beach) school classes are canceled, then ALL (day & evening) Adult Education classes are also canceled unless they are online. We contact students via email and phone with class rescheduling information as soon as possible. If inclement weather moves in later in the day, we'll determine evening class cancellations by 3pm. We call, text and/or email students of cancellations and reschedule dates. Students may request a transfer credit or refund within 3 business days of being notified of the change.