

Refund Policy and Payment Information

The ACC Continuing Education refund policy is: 100% prior to the weekday before the first class day and 100% if class is canceled by ACC. After classes begin see the table below. The number of days listed refers to business days, not class meeting days. Classes that are one (1) day long must be dropped before the class starts for any type of refund to occur.

Class Length in Weeks	Last day*for 70% Refund	Last Day for 25% Refund
2 or fewer	2	N/A
3	3	4
4	4	5
5	5	6
6	5	7
7	7	9
8	8	10
9	9	11
10	9	12
11	10	14
12	12	15
13	13	16
14	13	17
15	14	19
16 or more	15	20

Insurance fees are non-refundable after class start date.

Refund Processing

- ACC mails refund checks to the address on file at the college. Check with Continuing Education registration staff to verify current and accurate information before the refund process is started.
- Credit card refunds will appear on your monthly statement as soon as possible after the official reporting date. You are responsible for interest charged to the credit card account while the refund is processed. (May take up to six weeks.)
- ACC charges a \$25 processing fee for any refunds that are reissued.

Payment Methods

Payments must be made at the time of registration. We accept cash, checks, money orders and credit cards (American Express, Visa, Master Card, and Discover). Payments can be made online through Online Services (<https://onlineserv.austincc.edu/WebAdvisor/WebAdvisor>) or on our automated telephone registration system at 512.407.3087. Payments by mail must be in the form of check or money order. Payment from a company or state agency is also accepted – call 512.223.7542 for more information. Receipts will not be faxed or mailed back on mail-in payments. Please contact the Cashier's Office at 512.223.7561 for receipt information. **Please note:** if you have a past due balance, a hold (which prevents registration) will be placed on your account. Call 512.223.7542, if you are unable to register online or by telephone. For information on financing courses, go to www.austincc.edu/ce/costs.

Returned Payments

A \$25 fee will be charged and a hold will be placed on accounts for any of the following:

- Checks returned as **stop pay** or **account closed** and credit card **chargeback**.
 - You will be dropped from all classes and be liable for the returned check fee and any non-refundable fees.
- Checks returned **unpaid (NSF)** must be replaced by cash or a money order. Otherwise, returned checks will be referred to a collection agency, which may assess further charges.

Each course will be taught as listed, provided enrollment in each section justifies the offering. The schedule of time, room and instructor reflects our intent at the time of publication. **Course offerings and prices are subject to change, and the listing is not a guarantee that they will be offered exactly as listed.**

updated 07-28-09