



POLICIES AND PROCEDURES

Refund and Cancellation Policy

We recognize you may occasionally need to cancel your registration. For **course registrations**, if you wish to receive a refund or credit toward a future course, we must receive your cancellation request in your student portal, no less than five business days prior to the course start date. All course registration cancellations are subject to a non-refundable \$125.00 administrative fee. Cancellation requests received four or fewer business days before the published course start date, forfeit the entire course registration fee. For **program or event registrations**, all registration cancellations are subject to a non-refundable 15% administrative fee, which will be deducted from your refund. Cancellation requests received four or fewer business days before the program or event start date may forfeit the entire registration fee.

If you have requested a cancellation and are entitled to a refund, please note, refunds for check payments may take up to six weeks, or longer, as refunds are processed through the Commonwealth of Virginia. Payments will be refunded to the person or company that issued the original check to George Mason University. Refunds for credit card payments will be made only to the credit card used for the original payment. Processing time will vary based on your financial institution.

Please note that additional refund restrictions may apply based on the unique nature of certain seminars, courses, or certificate programs. Please see the individual seminar, course, and certificate program pages for information about additional refund elements.

Continuing and Professional Education reserves the right to cancel any program, in which case, a full refund of fees or a transfer will be offered.

Transfer Policy

Transfer requests must be made in your student portal, no less than five business days prior to the individual course start date. Each student's first transfer request, if received five or more business days prior to the course start date, is at no charge to the student. Any subsequent transfer, for any course, will be assessed a \$125 fee.

Please note, students will not receive a transfer if a transfer request is received on or after the start date of a course. Transfer requests received on or after the start date of a course forfeit the entire course registration fee.

Please note that additional fees may apply based on the unique nature of certain seminars, courses, or certificate programs. Please see the individual seminar, course, and certificate program pages for information about additional transfer fees.

Registration fee credits must be used within one year.

Financial Good Standing

Financial good standing, and a university record clear of holds, are required for students to receive services. Services, including but not limited to, transcript issuance, certificate release, and course registration will not be provided to students with a financial balance due or a hold of any kind on their record. Holds are based on outstanding obligations and may be financial.

Honor Code

George Mason University shares the tradition of an honor system that has existed in Virginia since 1842. The Honor Code is an integral part of university life and it is the student's responsibility to understand the provisions of the code. Attempted cheating, plagiarism, lying and stealing constitute Honor Code violations. In the spirit of the code, students and faculty must report all violations to the Honor Committee. The complete Honor Code can be found in the University Catalog, or with the Office of Academic Integrity.

FERPA Notice

The Family Educational Rights and Privacy Act of 1974 (FERPA) is a federal law that governs the educational records of eligible students. It grants students continuous access to their educational records upon request, allows students to amend their records if they feel they are inaccurate, and restricts how and when their educational records can be disclosed. All students at Mason control access to all of their educational records and must give consent before that information is disclosed to any third party (including parents, spouses, employers, etc.). Please note that Mason does not disclose non-directory information unless the student has signed a consent form or the disclosure meets a qualified exception under FERPA.

Weather & Emergency Cancellations

George Mason University campus closures will generally not affect the delivery of online courses. In the event of inclement weather, students are encouraged to confirm in advance whether class will meet as scheduled. Please visit our website at <https://cpe.gmu.edu/> to get up to date information regarding weather cancellations and delays. In the event of a cancellation due to inclement weather, your class will be re-scheduled and you will be notified of the rescheduled date(s) and time(s).

Student Complaint Policy

We want you to have the best educational experience possible during your time with Mason Continuing and Professional Education. If you have a concern about any course or program, please contact our office at cpeinfo@gmu.edu. If we determine that your inquiry should go to an instructor or another service unit on campus, we will let you know, and you will need to contact that office. Please see our [Student Compliant Policy and Procedures page](#) for additional information.

Institutional Disclosures

For institutional disclosures and state authorization information regarding online courses and programs, please see the University's [State Authorization page](#).

Change of Mailing Address

Please contact Continuing and Professional Education if you move or change jobs, so you will receive mailings in a timely manner.

Additional Policies

Please refer to the [University Catalog](#) for other policies related to our programs, including academic and registration policies pertaining to for-credit courses and programs.



CENTER FOR THE ADVANCEMENT OF WELL-BEING PROGRAM POLICIES AND PROCEDURES ADDENDUM

Regarding the programs offered by the Center for the Advancement of Well-Being (“CWB”), the Office of Continuing and Professional Education (“CPE”) Policies and Procedure document and the CWB Policies and Procedures Addendum both govern; however, in the event of a disparity, the CWB Addendum will take precedent.

Acceptance Policy

Program size is limited. Participation in this program is confirmed once the applicant's registration has been processed, including payment of the tuition or receipt of a training authorization or purchase order. If the program reaches capacity before payment is received, applicants will be placed on a waitlist. Registrations received after the deadline will be considered on a case-by-case basis. Note that the program may fill in advance of the registration deadline.

Applicable to the Leadership Coaching for Organizational Well-Being Certificate Program only: Applicants who have applied and been accepted into the program may defer their acceptance for up to one year without reapplying.

Withdrawal/Cancellation Policy

If a registered participant has to withdraw from the program, the following policies apply:

Timeframe	Amount Charged to Participant
Notification received greater than 30 days from program start date	\$125 Withdrawal Fee
Notification received between 15 – 30 days from program start date	\$250 Withdrawal Fee
Notification received less than 15 days from program start date	100% of the published cost at registration
Notification received on or after program start date	100% of the published cost at registration

For purposes of this policy, withdrawal/cancellation notifications are based on calendar days and must be made through your student portal. George Mason University reserves the right to cancel any program, in which case, a full refund will be offered.

If you have requested and are eligible for a refund, please note that the time it takes to process a refund varies according to the method of payment. Payment made by check can take up to six weeks as refunds are processed through the Commonwealth of Virginia. Refunds to debit or credit cards will vary based on the financial institution and may take several weeks to process. Refunds will be issued using the same method of payment to the person or company that made the original payment.

Applicable to the Leadership Coaching for Organizational Well-Being Certificate Program only: Deferrals are made at the discretion of CWB and CPE.

Transfer Policy

Transfers are prohibited. Participants who withdraw from the program are subject to the withdrawal/cancellation policy.

Payment Obligations

Participants who withdraw from the program are responsible for any remaining payment obligations.

If a participant is dismissed from the program due to credit card default, they are still liable for all applicable course payments and fees. If a participant's anticipated payment is not received from their company/sponsor within the specified payment terms, the participant will be personally liable for all course fees. It is expected that participants will make full payment at time of registration. Those utilizing the Payment Plan option are expected to make payments on time as specified in the Payment Plan Contract. Failure to make timely installment payments will result in the participant's immediate dismissal from the program. Delinquent accounts will be submitted to a collection agency for collection of funds.

Attendance Policy and Program Completion

To receive a Certificate of Completion, students must fully meet the attendance requirement and satisfy all program requirements. Once the university records have been updated to reflect your successful completion of the program, certificates will be available through your student portal for self-printing.