

The Graduate Center of The City University of New York  
Office of Academic Initiatives and Strategic Innovation  
Non-Degree Programs Refund Policy

**Class cancellation:**

AISI makes every attempt to insure that classes run as scheduled.

However, all Continuing Education courses are subject to minimum enrollment, so from time to time, classes must be cancelled due to insufficient registration. Accordingly, please register early to help ensure that our programs can proceed as listed.

AISI also reserves the right to alter or revise curricula, instructors, program fees or the days, times, and location of a particular class, due to unforeseen circumstances such as unanticipated withdrawal of the instructor, an inability to schedule adequate instructional space, adverse weather conditions and so forth.

Please note that when cancellations or changes occur, they are often made within one to three days of the program start date. If your program is cancelled, AISI will make every effort to notify you by telephone or email, and help you find a substitute program. When this is not possible, you will receive a 100% refund. When a course is rescheduled, those registered will be contacted to verify availability for the rescheduled date. If you are not available for the rescheduled class date, a full refund will be available.

**Cancellation by registrant/participant:**

All refund requests must be made in writing or by e-mail (**not** by telephone or through the instructor). Refunds are computed from the date that written notice is *received*, and only made by institutional check to or to the credit card of the payor of record. **There are no cash refunds.**

Classes, workshops and seminars:

- Absenteeism and/or failure to complete the course DOES NOT entitle the registrant to a tuition refund. The Graduate Center is not responsible for providing makeup classes or issuing refunds for programs missed as a result of illness, emergency or other events beyond our control.
- Non-instructional fees, such as administrative costs charged by third party ticket platforms, are non-refundable.
- Material fees are also non-refundable unless your request is received at least two business days before class starts.
- Members of the military requesting withdrawal from class at short notice are considered on a case-by-case basis, and must provide an official deployment notice.

*Unless otherwise noted in your program description, the following refund schedule applies to non-credit and for-credit programs with **three or fewer sessions**:*

- 100% tuition refund, minus any non-instructional fees, will be issued if the notice of withdrawal is received at least two business days before the first class session.

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- 50% tuition refund, minus any non-instructional fees, will be issued if the notice of withdrawal is received at least one business day before the second class session.
- After the second class session, no refunds or “credits” will be granted.

*Unless otherwise noted in your program description, the following refund schedule applies to non-credit and for-credit programs with **more than three sessions**:*

- 100% tuition refund, minus any non-instructional fees, will be issued if the notice of withdrawal is received at least two business days before the first class session.
- 50% tuition refund, minus any non-instructional fees, will be issued if the notice of withdrawal is received at least one business day before the second class session.
- After the second class session, no refunds or “credits” will be granted.

Ticketed public events:

There are no refunds unless The Graduate Center cancels an event and fails to reschedule it within 12 months of the original date. If you are unable to use your tickets, you may turn them in for a tax-deductible contribution by writing to [engagement@gc.cuny.edu](mailto:engagement@gc.cuny.edu) at least three hours before the start of the event.

**Accommodation requests:**

If you wish to inquire about disability services please contact the Office of Academic Initiatives and Strategic Innovation at [engagement@gc.cuny.edu](mailto:engagement@gc.cuny.edu) to discuss your individual needs. Please submit requests and documentation of disability well before the class start date to ensure that reasonable accommodation requests can be processed in a timely manner.

*Updated 10/21/2019*