



## Postgraduate Education Course Cancellation & Refund Policy

### **Cancellation Policy:**

This policy applies to all online offering registrants and all accepted and confirmed live offering applicants, regardless of institution affiliation, to Postgraduate Education educational offerings.

### **For Online Offerings:**

For Harvard affiliates: There is no cancellation fee associated with most online offerings, for Harvard affiliates. If you register for an offering and do not engage with the content within the first two weeks, you will be removed from the offering.

A special note on [Certificate in Applied Biostatistics](#), Harvard affiliates that are admitted to this online course offering are eligible for a full refund up until five (5) business days prior to the first day of the course. If you cancel after this point, you will not be eligible for an offering fee refund.

For non-Harvard affiliates: You may cancel your enrollment, and receive a full refund of the offering fee, up until five (5) business days prior to the first day of the offering. If you cancel after this point, you will not be eligible for an offering fee refund.

### **For Webinars:**

For Harvard affiliates: There is no cancellation fee associated with most online offerings, for Harvard affiliates. If you register for an offering and do not engage with the content within the first two weeks, you will be removed from the offering.

For non-Harvard affiliates: You may cancel your enrollment, and receive a full refund of the offering fee, up until 24 hours prior to the first day of the session. If you cancel after this point, you will not be eligible for an offering fee refund. You will be able to obtain a recording of the session(s) missed, if they are available.

### **For In-Person Offerings:**

For Harvard affiliates: Enrollment cancellation requests must be submitted in writing to [education@catalyst.harvard.edu](mailto:education@catalyst.harvard.edu) by 5 p.m. EST five (5) business days prior to the first day of an offering. If you cancel after this point, you will be assessed a \$50 cancellation fee

For non-Harvard affiliates: Enrollment cancellation requests must be submitted in writing to [education@catalyst.harvard.edu](mailto:education@catalyst.harvard.edu) by 5 p.m. five (5) business days prior to the first day of an offering to receive an offering fee refund. If you cancel after that point, you will not be eligible for an offering fee refund.

### **Refunds:**

**How do I submit a refund request for an educational offering?** Reply to the confirmation email you received for the educational offering. After your request is received, please give our team 3-5 business days to confirm you are eligible for a refund and respond to your email. The date of your refund will be based on the date/time we receive your request (timestamp on email), not the date that we respond.

**When will my refund be processed?** If we determine you are eligible for a refund, you will be notified when your refund is processed.

**If I am issued a refund, when can I expect my return?** The refund is processed immediately. Once processed, the refund should be seen in your account within 5-7 business days.

**May I transfer my refund to another course?** Refunds are non-transferable.