



ABC CraftMasters Refund Policy

February 1, 2021

ABC CraftMasters' (CTT's) Initial Apprentice Package (first class fee and any employer application fee due when initially registering as an Apprentice employer with CTT) must be paid in full prior to executing the Apprentice Agreements and prior to the apprentice/student attending the first day of trade class. For non-apprentice students, the class fee must be paid in full prior to the apprentice/student attending the first day of trade class. Textbooks and materials fees are non-refundable. The Employer Application fee is not refundable.

CORE and Trade training cost is fully refundable if requested via email to a CTT staff member prior to the first day of class.* Companies and self-pay students are encouraged to send that request with a return receipt requested and a subject line "Refund Requested" to provide confirmation of receipt and high priority attention.

Backflow or Safety class cost is refundable if requested via email to a CTT staff member at least seven calendar days prior to the first day of training. Companies and self-pay students are encouraged to send that request with a return receipt requested and a subject line "Refund Requested" to provide confirmation of receipt and high priority attention. The Director has the option to allow anyone cancelling before the day of class but within the seven calendar days window to attend a later class. Any company that paid the Backflow or Safety fee can send another employee as a replacement as long as class has not started and CTT staff is notified by email. After the start date of the class, Backflow or Safety class cost is not refundable.

All Non-Sufficient Fund (NSF) checks will be charged a \$35.00 fee.

REFUND POLICY once CORE and Trade classes start:

- No refunds for CORE will be issued after class has begun.
- Refunds will be issued for Trade classes after they have begun, only as follows:
 - Within 30 calendar days from the official start of the trade class, 75% of paid cost of the trade class may be refunded.
 - Within 60 calendar days from the official start of the trade class, 50% of paid cost of the trade class may be refunded.
 - After 60 calendars days from the official start of the trade class, no refund will be issued.

* Textbooks and materials fees are non-refundable. If for any reason books or other materials are distributed prior to class start, these costs will be deducted from what would have otherwise been a 100% refund.