

CSI class registration and refund policy

Registration for a course may only be done through "CSI" either:

(1) on line at www.collisionsafety.net using a credit card or

(2) by completing the registration form available on line and forwarding that together with either complete tuition or a Government PO to "CSI" at the address on the registration form. A PO together with the registration form may be faxed to "CSI" (the fax number is on the registration form) to complete registration.

"Holding a seat in a class"

CSI does not "hold," "save" or "reserve" a seat in a class without a completed PO or tuition and incomplete registrations will not be accepted. We do not accept credit card numbers for tuition via the phone or fax. For tuition paid on line, tuition is charged against the card immediately using our credit card payment service, PayPal. A \$100 administrative fee applies for tuition paid on line by credit card and where a request is later made to change that payment to the acceptance of a check in addition to the normal tuition fees.

"Classes which are 'full/closed'"

Classes which have reached maximum capacity are marked on line "class full" (or by words to that effect) on the course listing page. Once a class is marked full, no further registration for that class will be accepted and a "waiting list" may or may not be developed depending on physical limitations of the class location (i.e.: room size). In those circumstances where a "waiting list" for potential class openings may be developed it will be cleared on a first-confirmed registration-first-served basis.

"Tuition Refunds"

Refunds are based on first (a) whether or not a class is "full" and then (b) the time between the request for a refund and the class date.

(1) Once a class is marked "full/closed" on our web site listing for that class, there will be no tuition refund of the tuition paid. Tuition may be transferrable to another class.

(2) Requests for class withdrawal made less than 30 days before the class start date will result in a refund of 50% of the full tuition amount, unless the class is already marked "full/closed." Tuition may be transferrable to another class.

(3) Requests for class withdrawal made 30-45 days before the class start date will result in a refund of 75% of the full tuition amount, unless the class is already marked "full/closed." Tuition may be transferrable to another class.

(4) Requests for class withdrawal greater than 45 days before the class start date will result in a refund of the full tuition amount, less a \$50 administrative fee unless

the class is already marked “full/closed.” Tuition may be transferrable to another class.

In all cases, in lieu of a refund, the full tuition amount paid may be applied as a credit toward another class offering. No tuition refunds are offered for “transferred” tuition and transferred tuition is transferrable for a year from the start date of the original class for which an individual is registered.

“Substituting a student”

At times, it may be necessary to substitute one individual for another after a registration is made and confirmed. Within the limits of the refund policy, the “ownership” of a seat in a class falls to the individual or entity which submitted the registration. As such, within the limits of the refund policy, it may be transferred to another individual without penalty.

“Can you recommend a hotel nearby?”

Classes are offered at various locations around the world and, with few exceptions, no travel or hotel recommendations or suggestions are offered (specifically including hotel recommendations or suggestions). We avoid such recommendations to avoid being in conflict with police agency policy and so as not to counter individual travel loyalty programs. When specific recommendations are available, they will be indicated on the class listing on our web site.

Posted and effective 11/28/08