

## Registration, Refund and Attendance Policy

Registration for a course may only be done through the Collision Safety Institute ("CSI") for CSI sponsored courses either:

(1) on line at [www.collisionsafety.net](http://www.collisionsafety.net) using a credit card or

(2) by completing the registration form available on line at our web site 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 cannot be accepted. For your protection as well as our own, 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. United Airlines, Home Depot and many others use the PayPal system as an efficient and cost-effective way to take credit card payments. You do **NOT** need to establish a PayPal account to pay tuition on line through the PayPal system. A \$100 administrative fee in addition to the normal tuition fees will be applied where tuition paid on line by credit card and where a request is later made to change that payment to the acceptance of a check.

### **"Classes which are 'full/closed'"**

Classes which have reached maximum capacity are marked on line "class full" or "closed" (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 transferable to another class offering at another location or another date within 12 months of the original class for which the registration was submitted.

(2) Requests for class withdrawal made less than 30 days before the class start date will result in a refund of 25% of the full tuition amount, unless the class is already marked "full/closed." Tuition may instead be transferable to another class offering at another location or another date within 12 months of the original class for which the registration was submitted.

(3) Requests for class withdrawal made 30-45 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 transferable to another class offering at another location or another date within 12 months of the original class for which the registration was submitted.

(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 transferable to another class offering at another location or another date within 12 months of the original class for which the registration was submitted.

In all cases, in lieu of a refund, the full tuition amount paid may be applied as a credit toward another class offering at another location or another date within 12 months of the original class for which the registration was submitted. No tuition refunds are offered for "transferred" tuition outside that time and transferred tuition is transferable for a year from the start date of the original class for which an individual is registered.

## Registration FAQs

### “I want to use a credit card to pay tuition but...”

For your protection as well as ours, CSI does not accept credit card numbers over the phone, in a fax or email. We use PayPal is the most popular way for many well known business from United Airlines to Home Depot to American Eagle to Office Depot and of course us here at CSI and many more have found PayPal to be a cost effective, very secure way to do business with credit cards on line.

Moreover, you don't need to create a “PayPal” account to use the service. If you'd like to register on line, after submitting the information requested in simple on line pre-registration information you're taken to the PayPal web site where you'll see the screen below. Notice there are two options at that screen as seen below: pay... “with my PayPal account” and “with a debit or credit card” (arrow below).

#### Collision Safety Institute

Descriptions	Amount
Base Price	\$675.00
Item price: \$675.00	
Quantity: 1	
<b>Item total</b>	<b>\$675.00</b>
<b>Total \$675.00 USD</b>	

**Choose a way to pay**

**Pay with my PayPal account**

Log in to your account to complete the purchase

Email

PayPal password

This is a private computer. [What's this?](#)

**Log In**

[Forgot email or password?](#)

**Pay with a debit or credit card, or Bill Me Later**

(Optional) Join PayPal for faster future checkout

Selecting the “with a debit or credit card” does not require setting up a PayPal account and you don't have to share your personal information over the phone or in a fax.

### “Substituting a student”

At times, it may be necessary to substitute one individual for another after a registration has been made and confirmed. Within the limits of the refund policy outlined in this document, the “ownership” of a seat in a class falls to the individual or entity which submitted the registration and is transferrable. As such, within the limits of the refund policy, it may be transferred to another individual without penalty to the original class the registration was submitted for or an offering at another location or another date within 12 months of the original class for which the registration was submitted.

### “Is the class full?”

When we open a class for registration on line it is open and it remains open until it's marked “registration closed” or “class full” (or words to that effect depending on circumstances). If the class is NOT marked “closed,” registration is still open and, at least at the time you looked at the web site, there are seats available in that class.

### “Can I book my travel now?”

While it is extremely unusual for us to have to cancel a class or move it to another date (whether or not at the same location) there are times when that happens. When it does, we will send out emails to the email addresses we have for those who have actually completed the registration process letting them know what's going on. We recommend that, if you have to travel - especially by air - to attend the class, you wait until about 30 days out to see if the class has been cancelled or changed locations. If that occurs, we'll post it next to the class listing on our web site. If nothing has been posted and the class appears to still be open for registrations it will be going ahead as scheduled.

**“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, otherwise, no, we can't recommend or suggest a specific hotel.

**“I have to miss a day to attend a trial (or whatever reason...)”**

We all know things come up and schedules change. Our classes tend to be fast moving and material intensive offerings which don't end, for example, at 2PM on the last day. They tend to run a full 8 hours daily (normally running from 8am to 5pm local time) including the last day of class. You should plan your travel to ensure time to finish the class on the last day allowing sufficient time to get to the airport later in the day if you're flying out on Friday (of a 5 day class). If you have to miss all or part of a day of class and you really can't either reschedule the class for another offering or the appointment which would take you away from class, we'll do what we can during the week to keep you “up to speed” on the materials with the understanding that you'll be putting yourself at a disadvantage missing any significant time in the class setting.

Rev 3/18

©2014-2018 Collision Safety Institute  
Posted and effective 3/1/14 Rev 3/15/18