

Cancellation and Refund Policy

CITE reserves the right to cancel a course due to insufficient enrollment. Such decisions will be made at least one week before the scheduled course date. Registrants will be notified via email; *Every effort will be made to avoid cancellations.*

Should you find it necessary to cancel your registration, you may do so for a full refund if you inform us of the cancellation within 10 business days of receipt of payment.

NO reimbursement will be made if you fail to login your course.

Cancellation notice must be communicated in writing by email or by mail. Phone calls/messages will not be accepted.

Transfer and Substitution Policy

If your plans should change, you may transfer to another course or you may designate a substitute to take the course in your place PRIOR TO starting the course which you have enrolled in.

Transfers/substitutions must be communicated in writing and may only be done once without fee penalties.

To cancel/withdraw/transfer from a course, please make the request in writing and send via email, fax or postal mail to:

Denise Twisdale
CITE/ University of Maryland, Bldg 806
5000 College Avenue/Suite 3103
College Park, MD 20742
Email: mztwiz@umd.edu
Fax: 301 403-4591