


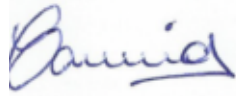



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REFUND POLICY

| Prepared by | Reviewed by | Approved by : |
|--|--|--|
| Pedro Jaret Barrera Cuellar  | Pedro Jaret Barrera Cuellar  | Carolina Barrios Verand  |
| Date: 15/11/2025 | Date: 15/11/2025 | Date: 16/11/2025 |

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1. OBJECTIVE

To clearly, fairly, and transparently establish the procedures applicable to refunds of tuition, fees, and institutional charges for students. This policy complies with the requirements established by the Florida Commission for Independent Education (CIE), in accordance with Rule 6E-1.0032(6)(i), F.A.C., ensuring that refunds are determined based on proportional criteria according to the student's time of participation during the academic period. The University is committed to ensuring that all students are informed of their rights and obligations regarding refunds, as well as to applying this policy in a fair and consistent manner.

2. SCOPE

This policy applies to all students enrolled in undergraduate, graduate, and continuing education programs offered by the institution, as well as to payments made by third parties on behalf of students.

3. DEFINITIONS OR TERMS

- **Payments:** A payment is the act of delivering money or another type of value as compensation for a good or service received.
- **Debt:** A service-related debt occurs when a person or entity receives a service and does not make the corresponding payment within the agreed time.
- **Refund:** A refund is the return of money that a person or entity receives for an expense already incurred.
- **Applicant:** The person requesting the refund (may be the student or their representative).
- **Force majeure:** Extraordinary situations that prevent the continuation of studies (e.g., serious illness, death).


4. REGULATORY DOCUMENTS

The following external and internal regulatory documents are established to ensure quality during the execution of the process:

- Academic Catalog 2025 CFU.
- Rule 6E-1.0032(6)(i), F.A.C. - Commission for Independent Education (CIE)

3. GENERAL POLICY

This policy reflects the institution's commitment to financial transparency, the protection of students' economic rights, and compliance with the principles of legality, fairness, and administrative responsibility. It also ensures an orderly and consistent process that allows the student community to understand the criteria, deadlines, and requirements for obtaining refunds, in accordance with internal regulations and applicable legal provisions.

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4. SPECIFIC POLICIES

The payments that students must make include, but are not limited to, the following:

4.1. Non-refundable Fees

In accordance with Rule 6E-1.0032(6)(i)(6), F.A.C., admission and registration fees for Florida students are non-refundable and must not exceed \$150. The University commits to complying with these provisions, as detailed below:

- **Enrollment fee:** Non-refundable, except in cases where enrollment is canceled within three (3) business days following registration.

4.2. Refund Process


The student must request the refund in writing by sending an email to students.finance@continentaluniversity.us within the deadlines established in this policy. Refunds will be processed within thirty (30) calendar days from the date the University receives notification of the student's cancellation or withdrawal.

4.3. Enrollment Fee

- If enrollment is canceled by the University due to one of the reasons established in the Student Expulsion section of the Institutional Catalog, and before the end of the student's first academic period, the enrollment fees will be fully refunded.
- If the student notifies the University of the termination of their enrollment before 12:00 a.m. on the third (3rd) business day following payment of the enrollment fees, the fee will be fully refunded.
- If the termination of enrollment occurs after the third (3rd) business day following payment of the enrollment fee, no refund of the enrollment fees will be issued.

4.4. Tuition Costs

- **Week 1 (Day 1 to Day 7):** If the student withdraws before the end of the first week, 100% of the amount paid for tuition and fees will be refunded.
- If the student cancels their enrollment within the first 8 days of the academic period (hereinafter, the "Add/Drop Period"), the total amount paid for the period will be refunded.
- If the student withdraws or is withdrawn from one or more courses before the end of the Add/Drop Period and remains enrolled in one or more courses, the tuition refund will be limited to the amounts corresponding to the courses from which the student has withdrawn.
- **Installment payments:** Tuition for each academic period is paid in four installments: the first at the beginning of the academic term and the remaining three on the first day of each month during the term. Students who withdraw after the Add/Drop Period are not required to pay the remaining installments for the current term.
- **Cancellations outside the Add/Drop Period:** No tuition refunds will be issued if the cancellation occurs after the Add/Drop Period has ended.

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- If the student withdraws after Week 1, they are entitled to a prorated refund based on the time they have remained enrolled and the percentage of program completion.

| week | start day | end day | Refund |
|------|-----------|---------|--------|
| 1 | 1 | 7 | 100% |
| 2 | 8 | 14 | 75% |
| 3 | 15 | 21 | 63% |
| 4 | 22 | 28 | 50% |
| 5 | 29 | 35 | 38% |
| 6 | 36 | 42 | 25% |
| 7 | 43 | 49 | 13% |
| 8 | 50 | 56 | 0% |

4.5. Technology Fee

- **Full refund:** The technology fee will be fully refunded if the student withdraws before the end of the Add/Drop Period.
- **Partial withdrawals:** If the student withdraws from a course but remains enrolled in one or more courses, the technology fee will not be refunded.
- **Cancellations outside the Add/Drop Period:** The technology fee will not be refunded if the cancellation occurs after the Add/Drop Period.

4.6. Add/Drop Period

The Add/Drop Period shall be a minimum of 10% of the time financially committed by the student, or one week, whichever is less. If the student withdraws during this period, they will receive a full refund of tuition and applicable charges, including supplies, books, or equipment that may be returned to the University.


4.7. Materials and Books

The University does not charge fees for materials, books, equipment, or study kits. Therefore, no refund policy applies to non-returnable materials, in accordance with Rule 6E-1.0032(6)(i), F.A.C.

4.8. Termination Date


The termination date shall be the date on which the University receives formal notification of enrollment cancellation or student withdrawal, submitted exclusively via institutional email to:

- The academic advisor, and
- The Student Experience and Services Department, via email at: student.experience@continentaluniversity.us.

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The withdrawal or cancellation request will be handled by the advisor or the Student Experience and Services Department, who will be responsible for formalizing the official notification to the appropriate areas.

Communications made through other means—including emails sent directly by the student from personal accounts, phone calls, text messages, social media, instant messaging platforms, or verbal communications—will not be considered valid for the purpose of establishing the termination date or for calculating refund deadlines.

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11. VERSION CONTROL

| N° Versión | Solicitado por | Descripción del cambio |
|------------|---------------------|------------------------|
| 2.0 | Dirección Ejecutiva | Documentación inicial |