REFUND POLICY

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Date: 14/09/2026	Date: 14/09/2026	Date: 14/09/2026

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1. PURPOSE

The purpose of this policy is to establish, clearly and transparently, 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), ensuring that refunds are determined based on criteria related 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, and to applying this policy in a fair and consistent manner.

2. SCOPE

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

3. REGULATORY FRAMEWORK

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

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

4. DEFINITIONS AND TERMS

- Add/Drop Period: The first 7 days of the academic period, during which the student may add or drop courses and receive a full refund of tuition.
- Applicant: The person requesting the refund (the student or their representative).
- 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.
- Force majeure: Extraordinary situations that prevent the continuation of studies (e.g., serious illness or death).
- Payments: The act of delivering money or another type of value as compensation for a good or service received.
- Refund: The return of money that a person or entity receives for an expense already incurred.

5. GENERAL POLICY AND GUIDELINES

5.1. General Policy Statement

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. The payments that students must make include, but are not limited to, the enrollment fee, tuition fees, and the technology fee.

5.2. 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.

5.3. Refund Process

The student must request the refund by completing the withdrawal and refund form, which must be accompanied by their authorization, signature, and identity document, 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 form.

5.4. Enrollment Fee

- If enrollment is canceled by the University for 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.

5.5. Tuition Fees

- If the student cancels their enrollment within the first 7 days of the academic period (hereinafter, the "Add/Drop Period"), the total amount paid for the period will be refunded. No tuition refunds will be issued if the cancellation occurs after the Add/Drop Period has ended.
- 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.
- If a student partially withdraws or is partially withdrawn after the Add/Drop Period, the student will be eligible for a partial refund, calculated on a prorated basis according to the percentage of the month that has elapsed. If the applicable amount has already been paid, it may either be refunded to the student or applied as credit toward future installments, as applicable.
- In compliance with Rule 6E-1.0032(6), F.A.C., refunds due to students are prorated based on the percentage of the academic program that the student has completed at the time of withdrawal, according to the following table:

Week	Percentage of Academic Month Elapsed	Tuition Refund Percentage
Week 1 (Days 1–7)	Up to 10% (Add/Drop Period)	100%
Week 2 (Days 8–14)	More than 10% up to 25%	50%
Week 3 (Days 15–21)	More than 25% up to 50%	25%
Week 4 (Days 22–28)	More than 50%	0%

5.6. 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.

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5.7. 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.

5.8. 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.

5.9. 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 (student.experience@continentaluniversity.us).

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 corresponding areas.

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

6. APPENDIX

Code	Appendix	Validity
N/A	Not applicable	N/A

7. VERSION CONTROL

N°	Requested by	Changes Control
1.0	Executive Director	Initial document

N°	Requested by	Changes Control
2.0	Executive Director	- Explicit compliance with the requirements of the Florida Commission for Independent Education (CIE) and Rule 6E-1.0032(6)(i), F.A.C. was included, establishing that refunds are determined in proportion to the time of participation. - Section 4.1, Non-refundable Fees, was added, limiting admission and registration fees to a maximum of $150 in accordance with Florida regulations. For the enrollment fee, a cut-off time on the third business day was specified. - A refund proration table by week of withdrawal was added. - In the Refund Process, a request by email to students.finance@continentaluniversity.us was added; refunds are processed within 30 calendar days. - For the Add/Drop Period, it was defined that the period shall be at least 10% of the committed time or one week. - For Materials and Books, it was clarified that the University does not charge for materials, books, or kits, so no refunds of this type apply. - Formal notification by institutional email to the Academic Advisor and to the Student Experience Department was made mandatory; requests made through unofficial channels (WhatsApp, social media, phone calls, etc.) are not valid.
3.0	Executive Director	- The student is required to complete the withdrawal and refund form, accompanied by their authorization, signature, and identity document. - The Add/Drop Period was changed to the first 7 days of the academic period. - The proration table by week of withdrawal was changed in both the range of weeks and the refund percentages (reduced to 4 weeks). - The policy was restructured into the institutional policy format.

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