

# CONTINUING EDUCATION

## POLICIES AND PROCEDURES

### Registration

Registration for all classes is limited. Students are advised to register as soon as possible to ensure their enrollment in a particular class. Permission to register after a class has begun is subject to approval by the Registration Office. Classes are for adults 18 and over.

**Registrations are processed upon receipt.** A letter of confirmation will be mailed to you by the Registration Office. This letter is required for admission to the Garden for all classes, lectures, and workshops. **If you do not receive this letter within a week, please call the Registration Office at 718.817.8747 to confirm your registration.**

*Please note:* course dates, times, and classrooms are subject to change—check with the Registration Office if you have any questions. **Students must notify the Registration Office of changes in student information. Changes can be submitted at any time via phone, fax, E-mail, U.S. mail, and walk-in.**

### Fees

- Course tuition and fees must be paid in advance and are due at the time of registration.
- Students will be charged \$25 to cover the cost of any returned checks or declined credit or debit cards.
- Post-dated checks will not be accepted.
- There are material fees for some courses. See course descriptions. Fees are payable to the instructor on first day of class by cash or money order.
- Official transcripts are \$4. Unofficial transcripts, reimbursement letters, and other correspondence are \$2.

### Discounts

Courses are discounted for NYBG Members. Become a Member by calling 718.817.8724 or visit nybg.org

### Grades

Grades for Certificate courses are mailed to students twice a year. [Note: non-certificate courses are not graded.]

- For courses ending October 16 through March 15, grades are mailed by April 15.
- For courses ending March 16 through October 15, grades are mailed by November 15.
- Grades are not given out over the phone (for confidentiality).

### Student Work

In extenuating circumstances, final assignments/projects for a course are to be submitted no later than one (1) week after the last class meeting date.

Any final class assignment/project for certificate courses returned to the Registration Office by the instructor must be picked up by students no later than eight (8) weeks following the last day of class. At that time unclaimed assignments will be discarded.

### Transcripts

Official (\$4 each) and Unofficial (\$2 each) transcripts are available from the Registration Office year-round. Official transcripts must be requested in writing, including the name and address of the institution to which the transcript is being mailed. Transcripts are mailed within two (2) weeks and a copy is sent to the student.

### Certificate Students

See page 2 for details regarding Certificate awards.

### Cancellation and Refund Information

If a course does not meet the minimum enrollment required, it may have to be cancelled. In this case, a full refund will be issued. The Registration Office will make every effort to notify registrants of a cancelled course by telephone. **Therefore, it is important to provide both your daytime and evening phone numbers and E-mail address if you have one.** A refund is issued in the original form of payment or a credit on file (to be used for future classes). Registration cancellations and requests to transfer from one course to another or one section to another are subject to the following fees:

#### Refund Policy\*

CANCELLATION DATE	COURSE LEVEL 300-599	COURSE LEVEL 0-299, 700-949
10 business days or more before course begins	Course fee less \$10 processing fee	Course fee less \$5 processing fee
Fewer than 10 business days, but 24 hours before course begins	75% of Course fee less \$10 processing fee**	No refund
Day course begins	No refund	No refund

\* *Special refund policies apply to Classes with a Master (600-699), Intensives and ClassPacks (950-999); see individual course descriptions for details.*

\*\* *No refunds can be processed for Floral Design classes fewer than ten (10) business days before classes begin.*

A transfer to another course or section by the student is handled as a refund and is subject to the above policy. A business day is defined as Monday–Friday; no Saturdays, Sundays, or federal holidays. The New York Botanical Garden cannot refund fees for classes missed due to student illness or other personal situations.

### Storm Closings

In case of inclement weather, call 718.817.8747 for information on class postponements. It is the student's responsibility to call to learn if a class is postponed due to weather. Students are to call the **Registration Office for a voice-mail message on class status recorded by:**

**7:30 a.m.** for classes beginning **9–11:45 a.m.**

**10:30 a.m.** for classes beginning **12–3 p.m.**

**1 p.m.** for classes beginning **3:15–8 p.m.**

### Parking and Identification

Students coming to class park for free. Please enter via the Mosholu Gate and present your confirmation letter. At times other than course days, the discount does not apply. All NYBG students are required to show identification in order to enter the Watson Building; student ID cards are provided to students along with their course confirmation letters.