



Course Registration Policies

Community Cable TV Cambridge Educational Programs

Cancellation & Refund Policy

CCTV is committed to making our educational programs accessible and flexible. This policy outlines how cancellations and refunds are handled.

Full Refund

- You may cancel your registration and receive a full refund if you notify us 48+ hours before the first class session.
- Refund requests should be emailed to learn@cctvcambridge.org with your name, course title, and reason for cancellation (optional).
- Full refunds will be processed within 5–7 business days of the cancellation request.

Class Credit (After Series Begins)

- If you cancel after the first class has started, refunds are not available.
- Instead, CCTV will issue class credit equal to the registration cost for any sessions not yet attended.
- Class credit can be applied to any future CCTV educational course.
- Class credit does not expire for one year from the date of issue.
- Class credit is non-transferable and cannot be converted to cash.

No Refund or Credit (Halfway Point)

- Once the course reaches the halfway point (session 3 in a 6-session series), your registration is final.
- No refunds or class credit will be issued for cancellations made after this point.

Low Enrollment Cancellation

CCTV reserves the right to cancel or reschedule a course if minimum enrollment is not met. If this occurs:

- Registrants will be notified at least 7 days before the first scheduled session.
- A full refund or transfer to an alternative course date will be offered automatically.
- No action is required on your part if a course is canceled — we will contact you directly.

Attendance & Make-Up Sessions

Registrants are responsible for attending scheduled sessions. Please contact us at learn@cctvcambridge.org to let us know you cannot make the session. This is especially important if the class is full and we have a waiting list. CCTV does not offer individual make-up sessions; however, online classes are typically recorded and will be provided on a case by case basis. To receive the recording, email learn@cctvcambridge.org.

As a CCTV member, you're granted a discounted rate on our classes. We invite you to take that opportunity seriously — your instructor prepares specifically for your attendance.

Questions?

For questions about this policy or to discuss your specific situation, contact us at

learn@cctvcambridge.org