# Program Policies and Procedures

## Add/Drop, Withdrawals and Refunds

There is a 7 day add/drop period from the cohort start date. *If a student has transferred to a new cohort, the 7 day add/drop period applies to the original cohort and not the transfer cohort.*

We understand that things come up and a student may need to withdraw from the program. Withdrawals within the 7 day add/drop period will receive a full refund for the amount paid. **No refunds will be issued past the 7 day add/drop period.** For withdrawals outside of the 7 day add/drop period, any funds paid will remain a credit on the student's account for any future re-enrollment. These funds do not apply to re-enrollment fees. Save My Seat is non-refundable.

To request to withdraw, email tulsa@greenfloweredu.com. Green Flower University Support will then send a withdraw form (via email) to be completed by the student. Upon receipt of that completed form, Green Flower University Support will complete the withdrawal and notify the student.

## Transfers

Students in the cannabis certificate programs are able to transfer cohorts if an event occurs that will significantly delay course progress or prevent availability for coursework. The following section outlines policies related to cohort transfers.

All first-time enrolled students are able to request a one-time cohort transfer at no charge. The transfer request must be made prior to the seventh (7th) week of the final course of the student's program. This request must be received in writing by Green Flower Student Support, and the student will be asked to complete a follow-up form with required information related to the transfer.

Students may transfer in any course in their program sequence. Course progress (completed assessments, assignments, etc.) will be transferred into the new cohort and courses.

Additional transfer requests may be made by students, but will require a fee of $250 dollars paid prior to the completion of the transfer.

**Transfer FAQ's**

***How do I request a transfer?***
Please contact [tulsa@greenfloweredu.com](mailto:tulsa@greenfloweredu.com). Include your name, email address you registered with, phone number (for follow-up questions), program name, and the transfer cohort's start date. Green Flower University Support will then send a transfer form (via email) to be completed by the student. Upon receipt of that completed form, Green Flower University Support will complete the transfer in the Litmos course system and notify the student of their new learning path and access.

For additional transfers, please follow the same procedure listed above. When the transfer form is completed, an invoice for the $250 transfer fee will be sent via email to the student. The transfer in Litmos and access information will be sent within 48 business hours of payment.

***How does a cohort transfer affect my payment dates (if I registered with the installment option)?***
Installment payments are paused during a transfer period and begin again at the start of courses. Installment payments are due toward the end of each month during the program and payment dates are provided via email by Green Flower Student Support prior to the new cohort start date.

***Am I able to request a program change?***
If a currently enrolled student who has not yet completed through the first subject matter course (course 2 out of 3 of the program) would like to transfer to a different program (for example, the student was originally enrolled in Business and wants to change the program enrollment to Compliance), the student can be transferred for free if eligible. Otherwise, a $250 transfer fee will be required. Students may only request a program change one time, and depending on progress made in the course/date that the transfer is processed, may need to wait for the next start date to begin the new program.

## Returning Students

Students who were previously enrolled in a cannabis certificate program are eligible to re-enroll for a fee of $250 per course. Re-enrollment fees must be paid in full and are non-refundable. To re-enroll in a program, contact [tulsa@greenfloweredu.com](mailto:tulsa@greenfloweredu.com).

- For students who have completed two of the three courses, the re-enrollment fee is $250.
- For students who have completed Cannabis 101, the re-enrollment fee is $500.
- For students who have not completed Cannabis 101, the re-enrollment fee is $750.

**Returning Student FAQ's**

***What if I have an outstanding balance from my previous enrollment?***
All payments made toward the overall cost of a program will remain as a credit on the student's account. However, if a returning student has an outstanding balance from the previously enrolled program(s), the balance will have to be either paid in full at enrollment in addition to the re-enrollment fee or will be put on a 3x installment plan with the cohort that the student enrolls in.

***What if I need to request a transfer to a different cohort?***
If a returning student requests a cohort transfer, there will be a $250 transfer fee required. Follow the steps listed above under "How do I request a transfer?".

***Am I able to request a program change?***
If a returning student who has not yet completed through the first subject matter course (course 2 of 3 of the program) would like to change to a different program (for example, the student was originally enrolled in Business and wants to change the program enrollment to Compliance), a transfer fee of $500 is required to cover both courses. Only one program change may be requested.

## Payment Information

When a program is purchased, students either pay in full or select the 6 month installment plan.

Students will receive an email with the dates that installment payments will be automatically drafted from the payment method on file. For questions about payment or to change the payment method on file, email [HEfinance@greenfloweredu.com](mailto:HEfinance@greenfloweredu.com).

If a program is purchased using the nonrefundable "Save My Seat" option, the remaining balance for the first installment payment will be drafted from the payment method on file 10 days prior to the cohort start date.