

# ANSWERS TO FREQUENTLY ASKED QUESTIONS

## REGISTRATION STEPS:

- 1. Complete** a registration form found on the following page, and add processing fee if paying by credit card.
- 2. Attach** full payment in the form of a check or money order, payable to The Pruden Center, or complete all credit card payment information.
- 3. Mail** registration and payment to The Pruden Center,  
Attn: Adult Education, 4169 Pruden Blvd., Suffolk, VA 23434.  
**OR**  
**Bring** registration and payment to The Pruden Center between  
2:00 p.m. and 8:00 p.m., Monday - Thursday.  
**OR**  
**Fax** registration form, with completed credit card payment information  
to The Pruden Center, Attn: Adult Education, at 757-925-5639.

**WALK-INS:  
Monday - Thursday  
2-8 pm ONLY!**

**WE DO NOT ACCEPT REGISTRATIONS WITHOUT FULL PAYMENT.  
FOR MORE INFORMATION CALL 757-925-5651 OR 1-800-831-8639.**

**REGISTRATION DEADLINE:** Registration and payment must be received at least one week prior to the start of the class.

If a **CLASS FILLS**, you will be contacted and offered other available dates or to be placed on a waiting list. New classes may be created from a waiting list.

**TUITION ASSISTANCE:** Tuition assistance forms from an employer or other agency must be submitted at the time of registration.

**REFUND POLICY:** REFUNDS ARE GRANTED ONLY WHEN A WRITTEN REQUEST IS RECEIVED AT LEAST FIVE (5) WORKING DAYS PRIOR TO THE FIRST CLASS MEETING UNLESS THE CLASS IS CANCELLED. A full refund will be given when a class is cancelled.

**RETURNED CHECKS:** There will be a \$20.00 charge for all returned checks.

**INCLEMENT WEATHER:** Announcements will be made by radio and/or TV concerning a closing of the Center due to bad weather.

**CLASS CANCELLATIONS:** If a class is cancelled due to lack of enrollment, you will be notified by phone. Please make sure that your telephone number is listed on the registration form.

**AGE REQUIREMENTS:** Classes are for individuals age 18 and older, unless otherwise noted.

**CERTIFICATES:** A certificate will be awarded for successful completion of a Vocational class. Successful completion requires good attendance, as well as meeting the course objectives as specified by the instructor. Certificates will be awarded for computer classes only by request. If professional licensure is available, it will be stated with the course description.

