



**Terms and Conditions
For Students Enrolling in the Northern Arizona University
Graduate Test Prep Courses**

This document sets forth the terms and conditions of your use of the Arizona Board of Regents for and on behalf of Northern Arizona University ("University") Graduate Test Prep Courses ("NAUGTPC"). Please read the document carefully as you will be asked to agree to these terms.

Payment and Registration Information:

Course Registration and Payment

The registration deadline for all **courses** is 8:00am (AZ time) seven business days (Mon-Fri, excluding university holidays) prior to the first class of a course. Registration for all **individual instruction** is continuous through the Fall, Spring and Summer timeframes offered (see website). All individual instruction packages must be completed within 40 business days from the date of registration (excluding University holidays like Spring Break).

Register as early as possible to secure a seat in a course or individual instruction. No late additions are allowed once a course has started. All courses and individual instruction fees must be **paid in full** *at registration and may be subject to either a \$25 late registration fee, if registration is allowed after the regular registration deadline for courses, or a non-refundable administrative fee of 20% (see Cancellations and Refunds below). All registrations and fee payments are made via the webpage www.nau.edu/testprep.

No payments are accepted at the door, or by instructors. There is no payment plan, nor are partial payments accepted. Registrations are limited to *20 students per course* and *5-10 students per individual instruction per semester*, and are accepted on a first-come, first-served basis.

Transferability of Registrations

All registrations are non-transferable. You may not assign your registration to anyone.

Transfers and Registration Postponement

If you decide to postpone your **course** before your first class, you may transfer to the same course offered within one academic year of your original registration. If you decide to postpone your **individual instruction**, you may transfer to the next session offered following the semester of your original registration. The entire fees paid for your course or individual instruction are non-refundable. Future courses or individual instruction cannot be guaranteed. All course and individual instruction transfers and all other changes must be made through GraduateTestPrep@nau.edu.

There are no transfers of course or individual enrollment once you have attended your first class in a course or session of individual instruction. If you must postpone your course or individual instruction, you may exercise the Free Repeat within one academic year of the semester of your original registration for *courses* or the next semester offered following the semester of your original registration for *individual instruction*. Please see our Free Repeat Policy below for more information.

If your course or individual instruction is cancelled and you agree to a NAUGTPC course transfer, then the transferred course or individual instruction enrollment policies are the same as if you had originally registered for the new transferred course. You may transfer or postpone only once. If you do not utilize all of your services and supplies (textbooks, coursepacks, Bblearn access, classroom hours, individual instruction sessions, or instructor office hours) within the allotted transfer or postponement timeframe mentioned above, you forfeit these services and supplies and will not be granted any refund.

Cancellations and Refunds

- All cancellation requests must be made via email to GraduateTestPrep@nau.edu with:

- Full name, phone number and email address.
 - Course or individual instruction name and dates.
 - Reason for refund request. Note: In the event of a life emergency (death in the family, illness/injury) NAUGTPC students must provide formal documentation to GraduateTestPrep@nau.edu to be considered for a refund.
- Student receives email reply with prompt for completing the **NAUGTPC Refund Request Form**. Student must fully complete the **NAUGTPC Refund Request Form** to be considered for any refund. Refund considerations are up to the discretion of NAUGTPC, and will be considered on a case by case basis.
 - If the cancellation request email for a **course** is sent prior to 8:00am (AZ time) on the Friday two weeks before the scheduled start date of the course, a refund of the full course fee minus the 20% non-refundable administrative fee will be made. If the cancellation request email for **individual instruction** is sent two business days (M-F) prior to the scheduled first practice test, a refund of the full individual instruction fee minus a 20% non-refundable administrative fee will be made. All requests will require a completed **NAUGTPC Refund Request Form**.
 - All refunds for credit card or e-check purchases are issued from Northern Arizona University back to the original purchaser on record via check minus the 20% administrative fee; for LOUIE purchases via LOUIE credit minus the 20% administrative fee. After NAUGTPC Refund Request Form is submitted, allow 14-21 business days for processing.
 - If the cancellation request email for a **course** is sent any time after 8:00am (AZ time) on the Friday two weeks before the scheduled start date of the course, the course fee will not be refunded, however NAUGTPC will place a credit on file for you to take the same course within one academic year of the semester of your original registration. If the cancellation request email for **individual instruction** is sent any time after 8:00am (AZ time) two business days prior to your first scheduled practice test in individual instruction, the individual instruction fee will not be refunded, however NAUGTPC will place a credit on file for you to take the same individual instruction the next session offered following the semester of your original registration. No refunds will be given.
 - Once you have attended your first scheduled class of a course or first session of individual instruction, there are no refunds of registration fees, but you may exercise the One Free Repeat option.

Class and 1:1 Session Information:

Individual Instruction Agreement

The Individual Instruction format offers a targeted review of the math/logic and verbal/reading comp areas determined by you and your instructors after your first full-length practice test. GRE® and GMAT® are designed for completion in a 5-6 week time frame; LSAT® in a 6-8 week timeframe. All Individual Instruction requires a strong commitment to self-study (min. 30-40 hrs for GRE® and GMAT®, min. 60 hrs for LSAT®), and LSAT® requires significant integrated study between the textbooks and The Princeton Review® Online Module.

NAUGTPC Course Cancellation Policy and Class Availability

NAUGTPC makes every effort to ensure that advertised classes and individual instruction are offered as scheduled. However, NAUGTPC reserves the right to cancel a course or individual instruction without prior notice for any reason. Every effort will be made to notify students as soon as possible. In the event that a course is canceled, you may choose to enroll in the next available course or individual instruction; or receive a full refund.

Free Repeat Policy (only applies to GRE® and GMAT®)

NAUGTPC One Free Repeat policy. The conditions:

- (1) You have only **One** Free Repeat for all or part of a GRE® or GMAT® **course**, valid for one academic year from the semester of your original registration; or One Free Repeat of one session of individual **instruction**, valid for the next session offered following the semester of your original registration
- (2) An explanation is not required to exercise the Free Repeat. You may repeat certain weeks of a **course** or take the entire course again. You may repeat either one verbal or one math session of **individual instruction**. There are no GRE® or GMAT® test scoring requirements to exercise the Free Repeat. For some tests the Free Repeat may occur before you know your test scores.
- (3) This repeat is only good for the GRE® and GMAT® product type (course **or** individual instruction) for which you originally registered. The repeat course or individual instruction may be modified and/or have different instructors. Keep your textbook and coursepack materials as they are not re-issued for the Free Repeat.
- (4) All Free Repeat requests for **courses** must be made via email to GraduateTestPrep@nau.edu at least 10 business days prior to the repeat course start date. All Free Repeat requests for **individual instruction** must be made via email to GraduateTestPrep@nau.edu

at least 10 business days prior to the desired individual instruction repeat session date. All Free Repeat requests will be processed and confirmation notices sent to the reply email address within five business days.

(5) There are no exceptions to the Free Repeat Policy.

Course Materials:

General Information

NAUGTPC materials and services are the sole and exclusive property of NAUGTPC and are for personal and non-commercial use. By clicking below, students agree to keep NAUGTPC materials confidential and no customer may modify, copy, distribute, transmit, display, perform, reveal, rent, loan, auction, give away, reproduce, describe, summarize, publish, license, create derivative works from, transfer, or sell any information, products or services obtained from NAUGTPC to any other person or entity.

LSAT® students may be, for the use of online curriculum, be required to agree to a separate Terms of Use governed by The Princeton Review found at <http://www.princetonreview.com/terms>.

Students with documented disabilities can arrange for accommodations by contacting NAU Disability Resources (DR) at 923-523-8773 (voice) or 928-523-6906 (TTY), dr@nau.edu (e-mail) or 928-523-8747 (fax). Students needing academic accommodations are required to register with DR and provide required disability related documentation. Although you may request an accommodation at any time, in order for DR to best meet your individual needs, you are urged to register and submit necessary documentation (www.nau.edu/dr) 8 weeks prior to the time you wish to receive accommodations. DR is strongly committed to the needs of student with disabilities and the promotion of Universal Design. Concerns or questions related to the accessibility of programs and facilities at NAU may be brought to the attention of DR or the Office of Affirmative Action and Equal Opportunity (523-3312).

Distribution

Course materials are distributed to students only at the *first class of a course or first practice test for individual instruction* with a valid ID such as driver's license, passport, or school ID showing the registered student's name. All course materials are included in the course or individual instruction cost. The materials are comprehensive and are for the entire course or individual instruction.

In the event you miss the first class of a course or first practice test of individual instruction, materials will be available at the NAUGTPC office at NAU's South Student Learning Center, Building 61, during business hours M-F 8:00am-5:00pm. If you do not pick up your materials from NAUGTPC or attend any of your classes or sessions in a course or individual instruction, your materials will remain at the NAUGTPC office for one calendar year from the first class of the course or first practice test for individual instruction for which you originally registered. After that, you forfeit all course materials and they become the property of NAUGTPC.

Class and Individual Session Times and Locations

General Information including course and individual instruction location is sent to the email address you provided to NAUGTPC at the time of registration, either 1) one week prior to the first class of your **course** or 2) two business days prior to your first scheduled practice test of your **individual instruction**. By clicking below you agree to take responsibility for knowing locations and times of the classes in a course and sessions of individual instruction. You will be notified of any and all changes made to your course or individual instruction via the email address and phone number you provided to NAUGTPC at the time of registration.

Class and Individual Session Make-Up Policy and Time Limitations

NAUGTPC offers two options if you are unable to attend one or more classes of a **course**:

- 1) You may meet with the instructor during office hours either in person or via Blackboard Collaborate online chat session to catch up on what you missed (available through one full week past the last class in your course.)
- 2) You may exercise the Free Repeat and repeat missed classes within one academic year from your original course registration. There are no guarantees of course availability for this option.

NAUGTPC offers one option if you are unable to attend one or more sessions of **individual instruction**:

- 1) You may re-schedule **one** of your pre-scheduled 1:1 sessions for individual instruction and **one** of your practice tests (available through six weeks after the date of your first practice test.)
- 2) Thereafter, you forfeit any remaining 1:1 sessions and practice tests. If you have requested a transfer or postponement of registration, see Transfer and Registration Postponement details above.

NAUGTPC recommends that you attend all classes in a course and all sessions of individual instruction. Instructors may not, and NAUGTPC will not, provide additional hours, private tutoring, or a full separate make-up of missed course classes or individual instruction sessions. In the event you are absent, you may not have a 3rd Party sit in on your class or session to take notes.

GRE®, GMAT®, and LSAT® Test Registration Fees

NAUGTPC is not responsible for any fees associated with your examination test registration. These fees are independent of NAUGTPC's products, and registration for the tests is through the test makers and authorized testing locations, not NAUGTPC.

Parking

NAUGTPC does not pay for parking or citation fees that might be associated with attending any NAUGTPC course or individual instruction offerings. Available campus parking locations and costs can be found at www.nau.edu/parking.

Disclaimer of Warranty

The services are provided "as is" without warranty or representation of any kind. NAUGTPC disclaims all other representations, warranties and conditions, whether express or implied, regarding the services provided. NAUGTPC does not warrant that the services will be unaffected by "bugs", viruses, errors, or other program limitations, nor does the University warrant that an Authorized User's use thereof will be uninterrupted, error-free or will meet all of the Authorized User's requirements. The University shall have no liability whatsoever for the use of the services and shall not be held liable for your anticipated or desired outcome for use of the services.

Limitation of Liability

NAUGTPC is not liable for any direct, indirect, special, incidental or consequential damages, including, but not limited to, loss of data or profit, arising out of the use, or the inability to use, the materials on this website. If use of materials from this website results in the need for servicing, repair or correction of equipment or data, you agree to assume any costs thereof.

Confidentiality of Website and E-mail Transmissions

Transmissions of any material, information or idea to this website or to GraduateTestPrep@nau.edu will be treated as non-confidential and non-proprietary, and may be disseminated or used by NAUGTPC, Northern Arizona University or its affiliates for any purpose whatsoever, including, but not limited to, developing, manufacturing, and marketing products. All transmissions will be electronically tracked via IP address. You are prohibited from transmitting to or from this website any unlawful, fraudulent, threatening, libelous, defamatory, obscene, scandalous, inflammatory, pornographic, or profane material, or any other material that could give rise to any civil or criminal liability under the law. By clicking on "I agree" below, you agree to indemnify and hold harmless the University for any and all prohibited transmissions you make to or from this website.

Website Terms of Use

Any claim relating to, and the use of, this website and the materials contained herein is governed by the laws of the State of Arizona, Coconino County. You agree that any dispute arising out of this agreement shall be governed by the laws of the State of Arizona. By accessing, browsing, perusing and/or using this website, you acknowledge that you have read, understood, and agree to be bound by these terms and to comply with all applicable laws and regulations. If you do not agree to these terms, do not click on "I agree."

Revision of Terms of Use

NAUGTPC may at any time revise these Terms and Conditions by updating this posting. By using this website www.nau.edu/testprep, you agree to be bound by any such revisions and should therefore periodically visit this page to determine the current Terms and Conditions to which you are bound.

Copyright Notification

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