

Course Registration and Payment

The registration deadline for all tests is 24 hours before the test. Register as early as possible to secure a seat for the test you need. Seats are not guaranteed.

Subject to availability, registrations within 24 hours may be accepted, but will be subject to a \$15 late fee.

All registrations and fee payments are made via the webpage (<https://www5.nau.edu/ctc/registration/>) or through phone (928-523-2358).

No payments are accepted at the door, or by proctors. There is no payment plan, nor are partial payments accepted.

Registrations are limited to seats available, and are accepted on a first-come, first-served basis.

Testing Cancellations and Refunds

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

- Full name, phone number and email address.
- Physical Mailing address that the refund check will be sent to
- Test name and date.
- Reason for refund request.

Once the refund has been processed a confirmation email will be sent to the requester.

Refunds will be considered on a case by case basis, and are not guaranteed. To be considered for a refund, a cancellation and refund request must be emailed no less than 48 hours before the testing.

All requested refunds are subject to a 20% non-refundable administrative fee.

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; After a refund request is submitted, allow 14 business days for processing.

If the cancellation request email for a test is sent any time less than 48 hours before the test, the course fee will not be refunded.

Once you have attended your scheduled test, there are no refunds of registration fees.

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 test before your testing date, you may transfer your testing fee to future testing date, within 90 days. Once you postpone your testing date the entire fees paid for your test are nonrefundable.

Future tests and testing dates cannot be guaranteed. All test transfers and all other changes must be made through Testing@nau.edu.

Tests may only be transferred or postponed once. All fees will be forfeited thereafter.

Parking

NAU Testing does not pay for parking or citation fees that might be associated with attending any exam. Available campus parking locations and costs can be found at www.nau.edu/parking.

Disclaimer of Warranty

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