

## FAQs and Refund Policy

How does online learning work?

Cooking with Denay uses a virtual classroom that enables students to participate in open/interactive discussions by posting and reading messages from discussion forums and live online chats. If you are unsure if online learning is for you, we encourage you to contact Denay immediately with any questions since there are no refunds for online courses.

When are classes available?

Classes are available 24 hours a day 7 days a week once you enroll.

What if I am not computer literate?

To participate in Cooking with Denay Online classes you should be comfortable using the Internet, email, posting in discussion forums, and attaching documents. We have tutorials available if you need assistance.

Who can take Cooking with Denay Online courses?

Anyone living in the United States of America.

How much time will be needed to address my online course of study?

You should expect to spend between 2-4 hours per week studying the materials and completing assignments.

How long do courses last?

Students have access to the course material for 45 days from the initial enrollment date. Additional time is granted at the discretion of the instructors.

Is it possible to speak with my instructor?

Yes! Each course is equipped with a variety of tools for communication, for example: email, discussion forums, live chat rooms, etc. Some instructors may even provide their phone numbers or set up a live phone conference.

What is your refund policy?

The refund policy is as follows: There are no refunds or credits after enrollment in any Cooking with Denay Online Learning Center course. Once you have enrolled in a course you have full access to all materials and tools therefore refunds are not allowed.

What assistance is available if I encounter problems?

Cooking with Denay has a support staff available to assist if you encounter problems. Please e-mail us at **support@cookingwithdenay.com**. Contact us by phone at (919) 412-9158 weekdays from 8:00 a.m.–5:00 p.m. Eastern Standard Time.

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