

REFUND POLICY

Approved 04/15/2021

Programs:

Any person registered and paid through Event Management Tool (EMT) can cancel their registration in EMT and receive a full refund at any time prior to the close of registration for that program.

Any person registered and paid through EMT who does not show up for the program will have a full credit of the registration fee available to use for any other event remaining for that chapter year. This credit may be applied to the original registrant or any other person they request. Request must be submitted in writing (e-mail the contact on the program flyer or the President) prior to the close of registration for the event for which they wish to have the credit applied.

No refunds or credits will be offered after the last event of the chapter year.

Seminars:

Any person registered and paid through EMT can cancel their registration in EMT and receive a full refund at any time prior to the close of registration for that seminar.

Any person registered and paid through EMT who does not show up for the seminar may request in writing and receive a refund of the registration fee less \$35.00 (to cover the sunk costs of meals and materials). Alternatively, they will have a credit of the registration fee less \$35.00 available to use for any other event remaining for that chapter year. This credit may be applied to the original registrant or any other person they request. Request must be submitted in writing (e-mail the contact on the seminar flyer or the President) prior to the close of registration for the event for which they wish to have the credit applied.

No refunds or credits will be offered after the last event of the chapter year.

CANCELLATION POLICY

In the event that NCEB-IIA needs to cancel a program/seminar due to circumstances beyond our control, all participants will be notified by email and given the opportunity to either transfer to another program/seminar or obtain a refund.

COMPLAINT RESOLUTION POLICY

We will make every effort to provide the best training courses possible. In the event participants are not completely satisfied with the training course and wish to file a complaint, please contact chapter216@iia chapters.org within 10 business days of the event.