



POLICIES

GENERAL

If paying by cheque, registration cannot be confirmed and product and/or service will not be delivered until payment is received. The NCHERM Group cannot reserve a seat or deliver a product without receipt of payment. Products/services are not transferable between individuals or institutions/organizations. Purchase orders do not constitute payment.

Refunds for incorrect or duplicate transactions under \$999 will be returned in the same format the payment was received. All refunds over \$1,000 will be returned via cheque within four weeks of The NCHERM Group's receipt of the refund request.

Registration is required prior to registration deadline and date of training. Fees apply to all attendees, including retainer clients. Registration refunds are not available for weather- or travel-related delays or cancellations. Credit in the full amount of the registration cost will be applied in those situations.

Credits expire six (6) months from original purchase date and can be applied towards registration for an upcoming training, Online Training, tokens, or other purchase through The NCHERM Group.

REFUNDS

The NCHERM Group understands that circumstances change and events

may arise that prohibit your ability to attend a training after you have registered. Our cancellation and refund policy is outlined below based on your registration:

- Registration cancellation 12 weeks prior to registration deadline = 50% refund on the full registration price
- Registration cancellation 8 weeks prior to registration deadline = 25% refund on the full registration price
- Registration cancellation 4 weeks prior to registration deadline = no refunds on the full registration price

SUBSTITUTIONS

Registration as an individual attendee:

If the originally registered attendee can no longer attend the training, The NCHERM Group will allow another individual from your institution or organization to attend in your place. If you do not wish to send someone in your place, you may apply a credit in full towards the cost of a future event, Online Training, or other purchase with The NCHERM Group. If you do not want to bank a credit with The NCHERM Group, your registration will be refunded based on the schedule above.

Registration as a campus pair of attendees:

If the originally registered attendees can no longer attend the training, The NCHERM Group will allow another individual or individuals from your institution or organization to attend in your place(s). If you do not wish to send someone in your place, you may apply a credit in full towards the cost of a future event, Online Training, or other purchase with The NCHERM Group. If you do not want to bank a credit with The NCHERM Group, your registration will be refunded based on the schedule above.

Registration as a campus group of up to or beyond three attendees:

If the originally registered attendees can no longer attend the training, The NCHERM Group will allow another individual or individuals from

your institution or organization to attend in your place(s). If you do not wish to send someone in your place, you may apply a credit in full towards the cost of a future event, Online Training, or other purchase with The NCHERM Group. If you do not want to bank a credit with The NCHERM Group, your registration will be refunded based on the schedule above.

Should an attendee registered as part of a campus pair or group be unable to attend the training, their seat will be forfeited and no credit will be applied. You may send another attendee in place of any persons who cannot attend. Should any of your spaces purchased be unable to be filled by other individuals from your campus, The NCHERM Group will not provide refunds, credits, or transfers for the unused seat.