

Refund Policy for Open Enrollment Training Classes

We understand that sometimes the best laid plans just don't go as expected. If you've registered for one of our seminars and discover that you can't attend, just let us know at least 48 hours prior to the start of the seminar for a full refund. No-shows will be billed the full amount with no refunds given except in cases of extreme extenuating circumstances.

You should also know that you can always send someone in your place. We appreciate knowing that a substitution has been made so we can create a training unit certificate for the new attendee, but last minute substitutions are never a problem.

If you can't cancel ahead of time or send someone in your place, give us a call. We'll evaluate emergencies on a case by case basis. If we can't give a refund, we can surely give a discount on our next training seminar.