



# Training/Event Refund Policy

## Training Policy

Revised 3/2020

- Registration will close five (5) business days before the training start date.
- A minimum registration of ten (10) must be registered for the training to move forward.
- If the training is canceled, all registered individuals will be notified via email.

## Full Refund – More than Five (5) Business Days' Notice:

A FULL training/event refund will be provided for Alliance for Kids training under the following circumstances:

- The training participant provides a written refund request to Alliance for Kids no later than ten (10) business days prior to the first day of the training/event. Additionally, proof of registration must be provided along with this request.

A refund of HALF of the cost of the training/event will be provided for Alliance for Kids training under the following circumstances:

- The training participant provides a written refund request to Alliance for Kids no later than five (5) business days prior to the first day of the training/event. Additionally, proof of registration must be provided along with this request.

Please note the following regarding refunds for series training (have multiple meeting sessions):

- To request a FULL refund for a series training, the training participant must provide a written refund request to Alliance for Kids no later than ten (10) business days prior to the first day of the training/event series. Additionally, proof of registration must be provided along with this request.
- Participants attending any portion of a series training are not eligible for refunds for subsequent sessions in the series.

**NOTE: Training that is a series –**

- The five (5) business day rule applies for the first training in the series (full refund received)
- There are NO refunds for the remaining series of the training if registrant cancellation is made after the five (5) business day policy noted above.

## Refund for Canceled Training/Events:

If training/event is canceled or postponed by Alliance for Kids for any reason including inclement weather, registrants will be given the options below, and the choice must be made within one week of the canceled training/event through email to Alliance for Kids.

1. Cancellation of registration and full refund of the cost of the training/event.
2. Application of registration payment to a future training/event within three months of the date of the canceled training/event.
3. Transfer of payment to a future rescheduled training/event.

**Registrants who do not show up for the scheduled training/event or cancel a registration less than five (5) business days will NOT qualify for a refund.**

All refund requests must be in writing and either emailed, mailed, or hand-delivered. Phone requests will not be accepted.

- **EMAIL:** Please email refund request to: [ffennell@allianceforkids.org](mailto:ffennell@allianceforkids.org)
- **MAILED:** 2340 Robinson Street, Colorado Springs, CO 80904
- **Hand-delivered:** 2335 Robinson Street, Colorado Springs, CO 80904

The refund will be refunded to the original credit/debit card used for the registration. Please allow five (5) to ten (10) business days for the refund to be placed back in your account.