

## Training Policy

Revised March 2021

- 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 | Half Refund

**A FULL training/event refund will be provided for Joint Initiatives for Youth & Families/Alliance for Kids (JI/AFK) training under the following circumstances:**

- The training participant provides a written refund request to AFK/JI 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 AFK/JI training under the following circumstances:**

- The training participant provides a written refund request to JI/AFK 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 JI/AFK 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 or Postponed Training/Events

**If training/event is canceled or postponed by JI/AFK 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 JI/AFK.**

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:  
Geanina Brown, Early Childhood Workforce Manager [GBrown@jointinitiatives.org](mailto:GBrown@jointinitiatives.org)
- **MAILED:** Joint Initiatives for Youth & Families, 6385 Corporate Drive, Suite 201, Colorado Springs, CO 80919
- **HAND-DELIVERED:** Joint Initiatives for Youth & Families, 6385 Corporate Drive, Suite 201, Colorado Springs, CO 80919

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.