



NCTCOG 9-1-1 Training Cancellation Policy

1. A registration may be canceled, without obligation, by notifying our staff at least three working days prior to the course presentation date.
2. Course cancellations within the three working days will be charged a \$25.00 cancellation fee.
3. Cancellations on the day of the course presentation will be charged the full course fee, for those classes that charge a fee.
4. "No Shows" will be considered a cancellation and charged the full course fee.
5. Cancellations will be considered received by the 9-1-1 Program when verified either by voice or email from a 9-1-1 Program staff member.

If you have any questions regarding course cancellations, contact:

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9-1-1 Program
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