Cancellation and Refund Policy

A registration may be cancelled by notifying our staff in writing (via e-mail) prior to the course date. Cancellation requests should contain:

- Name and agency of registered attendee
- Class name
- Class date

Refunds for registration cancellations will be issued according to the following schedule:

- A full refund will be issued to registered attendees, the attendee’s contact or the attendee’s agency when notification is provided to RTC staff in writing more than 14 calendar days prior to the course date.
- A partial refund equal to 50% of the registration fee will be issued to registered attendees, the attendee’s contact or the attendee’s agency when notification is provided to RTC staff in writing 5 to 14 calendar days prior to the course date.
- No refund will be issued for cancellations made within 5 calendar days prior to the course date.
- There will also be no refund issued to registered attendees who fail to attend the scheduled course (‘no shows’).

Cancellations are considered received by the RTC staff when verified by e-mail (nctcogtraining@nctcog.org). Cancellations must be received in writing.

In the event that the RTC cancels a class outside of force majeure, a notification will be provided to all attendees prior to the course date. A full refund will be issued to all registered attendees for all cancellations initiated by the RTC.

Substitute Attendees:

Attendees are encouraged to send substitutes in lieu of cancellations when possible. If a substitution is done, fees paid by the cancelled attendee will be transferred to the substitute attendee of the same agency except for class/test fees that are non-transferable or non-refundable. Substitution requests must be made in writing by the individual responsible for the original registration (i.e. the person from whom the RTC received payment) at least 24 hours prior to the course. Substitution requests are considered received by the RTC staff when verified by email (nctcogtraining@nctcog.org).

Transfers:

Payments applied to a course registration may be transferred to another offering of the same course. Requests for transfers must be made in writing by the individual responsible for the original registration (i.e. the person from whom the RTC received payment) at least 5 days prior to the beginning of the first related class.

Direct any questions regarding course cancellations, substitutions, or credit transfers to RTC staff at 817-704-5649 or nctcogtraining@nctcog.org. The effective date of this policy is September 9, 2014.