

How to Cancel a Registration

A registration may be cancelled by notifying our staff in writing (via e-mail or fax) **more than five business days*** prior to the course date. The cancellation will be made without obligation if

1. **No** payment has been processed or
2. the registrant has already signed up for another RTC class or
3. a substitution is made at the time of the cancellation.

If payment has been processed and a refund is requested, there will be a \$25 administrative fee for processing the refund.

“No shows” and course cancellations made **five or less business** days prior to the start of class and will be charged the full course fee. These registrants will be entitled to full class credit which must be used within three months.

Cancellations will be considered received by the RTC staff members when verified by email (banderson@nctcog.org or plowery@nctcog.org) or fax (817-640-9089). **Cancellations must be received in writing.** Direct any questions regarding course cancellations to RTC staff at 817-608-2310.

The effective date of this policy is October 1, 2011.

** Business days = Monday through Friday*