



## North Central Texas Council of Governments Regional Training Center

### 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](mailto: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](mailto: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](mailto:nctcogtraining@nctcog.org). The effective date of this policy is September 9, 2014.