



## Cancellation Policy

### Programs Cancelled by CHEP

CHEP reserves the right to cancel a program due to insufficient enrollment or any unforeseen circumstances such as inclement weather. We will notify registrants via email, on our program webpage, Facebook, and in certain situations, via phone. In the case that we need to cancel or reschedule a program, registrants can request a voucher to be used at future programs, or a refund. Registration fees will be fully refunded if we are unable to reschedule a cancelled program. Processing fees will apply on refunds made to credit cards. Refunds are only available back to a credit card if less than 60 days have passed since purchase; after 60 days, a check will be issued to the registrant.

### Dental and Clinical Programs Cancelled by a Registrant\*

Cancellations must be received via email or by phone no later than two business days prior to the program date. No refund or voucher option will be available for cancellations received less than two business days prior to the program or for no-shows. The following options are available for cancellations made by the registrant:

- A voucher for the full registration fee to be used within one year of the cancellation
- A registration transfer to another program with open registration. *If the new program has a different price, additional fees may apply.*
- A refund less a \$10 processing fee will be provided. *Refunds on purchases made over 60 days prior to the cancellation will be issued a check.*
- **Department of VA employee cancellations can only receive a voucher; no refund options are applicable.**

### ACLS/PALS/CPR Cancellation by a Registrant

Due to the nature and demand for these courses, the following cancellation policy applies.

- Cancellations must be received via email or by phone.
- Cancellations by registrant made more than 20 business days prior to the course date will receive a voucher or refund minus 50% of the fees.\*
- Cancellations by registrant made less than 20 business days prior to the course date will not receive a voucher or refund.
- **Department of VA employee cancellations follow the same timeline requirements as community members but can only receive a voucher; no refund options are applicable.**
- Refunds for books or other materials will not be provided regardless of cancellation date.

### Vouchers

Issued vouchers are good for up to a year after the cancellation is made and must be used toward a future program prior to the expiration date printed on the voucher. The original voucher must be presented at time of purchase or no later than the start of the program. Vouchers cannot be exchanged for money and will not be reissued after the expiration date.