



## Local Programs 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, the program webpage, and phone when needed. 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. In certain situations, determined by CHEP, refunds will only be available in the form of a check.

### In-Person and Webinar\* Programs Cancelled by a Registrant

Cancellations must be received via email or 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 less the 10% processing fee.*
- **Department of VA employee cancellations can only receive a voucher; no refund options are applicable.**

*\*Any registrant that does not log-in to the webinar the day of the session will be marked as a no-show. If you have technical difficulties logging in, you must contact the Program Manager that day to not be marked as a no-show.*

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

- 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.