**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 these situations, registrants may 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.
* **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.*

**Suicide Prevention and Addiction Conferences**

Cancellations for the Suicide Prevention or Addiction Conferences must be made *no later than* one week prior to the program date, and refunds are subject to a 10% processing fee. CHEP does not offer vouchers for cancellations for these conferences. No refund option will be available to cancellations made less than one week prior to the program date. No-show attendees – whether in-person or virtual – will forfeit any payments made for the program.

**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. Voucher holder may transfer their voucher to a friend or colleague but will no longer have access to the voucher funds. Transfers of voucher must be made in the full amount of the balance of the voucher.