

## **CUCS TRAINING AND CONSULTING SERVICES CHANGES TO REGISTRATION AND CANCELLATION POLICY**

### Cancellation Policy

1. Please email Steven Ortiz at [tcs@cucs.org](mailto:tcs@cucs.org) or call 212-801-3331 to cancel registrations. All registrations should be cancelled if the individual cannot attend, regardless of whether they have paid.
2. Cancellations made more than 4 business days in advance of the training will receive a credit in the full amount of the registration (valid for six months).
3. Alternatively, the registrant can receive a refund minus a \$12 transaction fee for the training.
4. Cancellations made less than 4 business days before the scheduled training will only receive a 50% credit for a future training of the same value.
5. If an individual has registered for multiple trainings, a registrant can contact CUCS to cancel one or more of those trainings – the transaction fees noted above will apply.

### Attendee Substitution Policy

1. If a paid registered attendee is not able to come to training, a substitute may be sent in their place.
2. Please email Steven Ortiz at [tcs@cucs.org](mailto:tcs@cucs.org) or call 212-801-3331 at least 48 hours in advance of the training to notify us of the substitution.
3. When a substitution takes place, CUCS will change on-line registration information to add new person as "guest". The certificate of training completion will be given to the person who attends.
4. If an unpaid registered attendee is not able to come to training, no substitution will be accepted. The registrant will need to call and cancel the registration. The other individual can create their own registration.

### Cancellation due to Severe Weather Conditions or other Emergency

1. If CUCS' main office is closed due to snow or a City-Wide emergency a full credit will be offered to all attendees.
2. Attendees will be emailed with a code which will offer them 100% off their next training of the same value.
3. The code will expire after 6 months.

### Cancellation by CUCS for any other reason

In the unlikely event that CUCS needs to cancel a training for reasons other than severe weather or other emergency, CUCS will offer all paid registrants the following:

1. 100% credit for the cancelled training, plus a 15% credit for the next training the individual registers for.
2. Or, 100% refund for the cancelled training.

### No Show/No Cancellation Policy

1. If a registrant does not show up for a training, or notify CUCS in advance that they will not be able to attend, no refund or credit will be provided.
2. If an unpaid registrant does not show up for a training, or notify CUCS in advance two times in a 12 month period, that individual will not be able to register for future trainings.

### Bounced Check

There will be a \$12 fee charged for all bounced checks.

**CUCS reserves the right to amend these policies at any time. Should CUCS amend these policies, the policies in effect at the time of payment for a specific registration shall remain in force for that registration.**