

REGION 6 BEHAVIORAL HEALTHCARE POLICIES AND PROCEDURES

Policy Number: 122

Subject: Agency Sponsored
Training Cancellation

PURPOSE

To establish an official policy and procedure for Region 6 Behavioral Healthcare (Region 6) regarding participant cancellation of a Region 6 sponsored training.

PROCEDURES

1. Individuals and/or groups registered for trainings sponsored by Region 6 have the option to cancel their registration up to two (2) business days before the start of the training by emailing training@regionsix.com.
2. Cancellation requests received less than 48 hours before the start of a Region 6 sponsored training are not eligible for a refund.
3. Registrants will be eligible for a full refund if appropriate notice is provided, minus processing fees. If a third-party site was used for training registration, refund procedures will follow the site's established time frames and guidelines for refund processing. If payment was made directly to Region 6, refunds will be issued within 30 business days.
4. When a third-party site is used to process registration fees (such as Eventbrite) the registrant will be responsible for applicable processing fees when a registration is cancelled.
5. Registrants who do not attend a Region 6 sponsored training will not be eligible for a refund.
6. If a Region 6 sponsored training is cancelled by the organization, registrants will be eligible for a full refund.
7. If an event is postponed and rescheduled by Region 6 due to unforeseen circumstances, registrations will automatically transfer to the newly secured date. Registrants wishing to cancel their registration will be eligible for a full refund. Refund requests shall be sent to training@regionsix.com.
8. If a registrant is unable to attend an event, their registration may be transferred to another attendee by emailing training@regionsix.com no later than two (2) business days before the start of the event.

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