



## NATIONAL FAMILY DEVELOPMENT CREDENTIAL® PROGRAM

### **Cancellation Policy**

In order to plan and deliver high quality trainings, the National FDC Program has the obligation to estimate the attendance at trainings, sign contracts, and prepay expenses. Therefore, we have established the following refund/cancellation policy.

**Please Note:** There are a limited number of spaces for participants at training events, so if cancellation is necessary, your earliest notification is appreciated. Thank you.

### ***Payments/Refunds***

Invoices will be provided for the full registration fee following acceptance or at least 30 days prior to institute start date. All payments should be made in full by the invoice due date listed. (30 days net). Payments can be made by check to the listed invoice remit or can be paid by credit card online via payment link, provided upon request. Checks should not be brought to the institute. Credit/check refunds will not be granted for any reason.

### ***Participant Cancellations***

All cancellation requests must be submitted via e-mail to the National FDC Office prior to the start of the Institute. Notifications should be sent to [nationalfdc@uconn.edu](mailto:nationalfdc@uconn.edu). Please include full name and agency of applicant along with the name of the institute. Once accepted and invoiced, each cancelled registration will incur a \$75 cancellation fee.

Substitutions are allowed as long as the new applicants meets institute requirements. To avoid cancellation charges, someone from your agency may attend in your place if also accepted through our standard application process.

For any No Shows to the institute without proper notification or for any cancellations within 15 days of the institute start date will owe the full registration fee since we will be unable to fill your secured spot on short notice. In this case, paid registrations will not be transferrable to future institutes.

### ***Institute Cancellations***

In the event of a cancellation due to Covid-19 restrictions or severe weather conditions causing delays, National FDC will provide a credit for paid invoices which may be used within 12 months towards another FDC Institute registration. Unpaid invoices will receive a credit memo to void due payments. Once credit memos have been processed, you will receive a notice via email.