

## **In-Person & Virtual Training Cancellation and Refund Policy**

Payment must be received minimum 5 days before course start date. If no payment has been received, you will not be able to take the course. An invoice will be issued upon registering.

Cancellations must be received no later than 5 days prior to the course date to be eligible for a full refund of Registration Fees.

48 Hours notice before the course start date to cancel will be eligible for a partial refund. The amount of the refund will be dependent on the Trainers policy as well.

Any cancellations or substitutions of course attendance must be provided to the Office Administrator in writing within the allotted time. If it is not received within the 5 business days or 48 hours before the course start date the registrant is liable for the full cost of the Registration Fees.

If you are unable to attend after registering, you may send a substitute within the allotted time frame. Please provide a name and email address for records. Complimentary substitution of another member of your company/team. No refunds. No transfers of Registration Fee to a future course date.

If there is a minimum number of seats needed to fill a course and the registrants cancel last minute, then there will be no Refunds issued. The Trainer will still charge YCA so YCA will have to charge the Registrant.

If a Registrant continues to not show up to their courses and does not notify the Office Administrator within the allotted time, then their next registration will not be accepted.

No shows will be liable for the full cost for the Registration Fee. No Refunds! This is nonnegotiable.

If YCA must postpone or cancel courses due to insufficient enrollment, YCA will refund the registration fee or, if possible, the attendee may choose to move to an identical session in the future. Every effort will be made to give registrants a reasonable notice of cancellation.

No liability is assumed by the organization for changes in course dates, content, speakers, or venue.