



## **Department of International and Continuing Education**

### **Continuing Education Cancellation Policy/Procedure**

April 11<sup>th</sup>, 2016

Responsible Party: Director of International and Continuing Education

#### **Events Cancelled or Rescheduled by Salus University**

Salus University reserves the right to cancel courses, change meeting places, or make other necessary and appropriate changes to the continuing education (CE) schedule. CE courses that have not met minimum enrollment prior to the start date may be cancelled. Registrants will be alerted to the cancellation or rescheduling of an event via email and on the Salus University website. Refunds of registration fees for cancelled or rescheduled CE courses are subject to the following requirements:

- If a CE course is cancelled, the registrant automatically receives a 100% refund.
- If a course is rescheduled, the registrant may (1) apply the registration fee to the new course date or (2) receive a 100% refund.
- If the registration payment was made by credit card, the cancellation refund will be credited to the credit card account.
- If the registration payment was made by check, the cancellation refund will be sent via check to the address provided on the CE registration form.

#### **Event Cancelled by the Registrant**

Registrants may cancel their participation in a CE program in advance of the start date. The following parameters will apply:

- An administrative fee of \$25 will be charged for all cancellations.
- If a registrant cancels within a specified time frame before the course start date, the Department of International and Continuing Education (DICE) will determine the refund percentage.

- Specified time frame is determined on an individual course-by-course basis
- Course-specific details for cancellation and refunds are listed in marketing materials and registration confirmation.
- No refunds will be made if a registrant cancels after a specified date determined by DICE.
  - Specified time frame is determined on an individual course-by-course basis.
  - Course-specific details for cancellation and refunds are listed in marketing materials and registration confirmation.
- If a registrant must cancel at any time due to a medical emergency, he/she will receive a 100% refund of the registration fee if the cancellation request is accompanied with a note from a physician.
- If the registration payment was made by credit card, the cancellation refund will be credited to the credit card account.
- If the registration payment was made by check, the cancellation refund will be sent via check to the address provided on the CE registration form.