

CLIU21 Cancellation/Refund Procedure

The Mission of the IU is to provide "Excellence through Service". We value and take pride in the quality and quantity of programs the Carbon Lehigh Intermediate Unit offers. In order to ensure the continuation of these worthwhile opportunities, a series of procedures have been developed to best serve the internal and external community.

PARTICIPANTS RESPONSIBILITY

Once registered for a program, workshop or course, full participation is expected. IU programs are in high demand, often with waitlisted participants. When participants cancel at the last moment or choose not to show it impacts other professionals, presenters, IU staff and related costs.

It is imperative that participants keep his/her personal profile and employment information current in CPETracker. Participants are responsible for checking the status of program, workshop and course acceptance through the current information page on CPETracker.

CANCELLATION

The Carbon Lehigh Intermediate Unit 21 reserves the right to cancel any and all programs, workshops and courses due to insufficient enrollment. Notification of cancellation will be made through participant's email. Also, cancellation information is always available on CPETracker at www.cpetracker.org. The word CANCEL does appear on the registration page for the event on CPETracker.

All course listings are accurate at the time of printing. However, course times, dates, locations and costs are subject to change. In the event of inclement weather, please call 610.769.4111 and press 1 to hear the most updated list of cancellations and delays.

UNREGISTER

If registered on CPETracker for a program, workshop or course, the participant is responsible for "unregistering" through CPETracker. According to the Refund Procedures below each participant will be charged by program, workshop and/or course or if a cost is not assigned to the program, workshop or course you will be charged according to the No Cost Event Penalty Procedure. Please utilize the table below for refund percentages and cost event penalties.

If you need assistance in un-registering, please contact our help desk at 800-223-4821 or 610-769-1010. If you registered by submitting a non-member registration form, you must call the Curriculum & Instruction Department at 800-223-4821 or 610-769-4111 to cancel according to the below timelines.

COST EVENT REFUND (courses, workshops, programs)

Each cost event participant will be refunded the following prorated percentages:	<u>Refund</u>
Student withdraws 14 days prior to first day of class:	100%
Student withdraws 7 to 13 days prior to first day of class:	50%
Student withdraws 6 days or less prior to first day of class:	0%
Insufficient Enrollment/class cancellation:	100%

NO COST EVENT PENALTY

While it appears there is no cost associated with a program, workshop and course, there are a range of costs incurred by the Intermediate Unit to run an event.

Each no cost event participant will be charged the following prorated fees and food costs:	<u>Fee</u>
Student withdraws 14 days prior to first day of class:	No Fee
Student withdraws 7 to 13 days prior to first day of class:	\$ 50.00
Student withdraws 6 days or less prior to first day of class or is an event no show:	\$100.00
Breakfast:	\$ 5.00
Lunch:	\$ 12.00
Dinner:	\$ 15.00

***** **We reserve the right to refuse participation in future professional development activities if payments are outstanding** *****

For additional information, please contact the Curriculum & Instruction Department at 800-223-4821 or 610-769-4111.