

THE PARTICIPATION COMPANY (TPC) POLICIES:

CANCELLATIONS / SUBSTITUTIONS / TRANSFERS:

CANCELLATION POLICY:

Cancellations received **more than 31 days prior to the first day of training** are refundable. Cancellations received **less than 31 days prior to the first day of the training** are subject to the entire course fee (**Non-Refundable**), however may be applied to future courses if used within 18 months of the original training event. All monies will be forfeited if not used within this timeframe. Monies are not transferable to other training entities (non TPC events).

SUBSTITUTION POLICY:

Substitutions are allowed (in accordance with our "Prerequisite Requirements") at no extra charge. Notification via email or telephone call 10 days prior to the training is preferred, but NLT than 2 business days.

TRANSFER POLICY:

Transfers are allowed (in accordance with our "Prerequisite Requirements") at no extra charge. Notification via email or telephone call 10 days prior to the training is preferred, but NLT than 2 business days.

BOOKING TRAVEL – IMPORTANT – PLEASE READ BEFORE BOOKING TRAVEL!!!

The Participation Company reserves the right to cancel any course that does not meet our minimum required registrations. An email confirming the training event will be sent to all registered participants NLT three weeks before the class start date. **We recommend you do not make non-refundable travel arrangements until you receive this confirmation or you might incur unnecessary expenses.** You should always ask the hotel for their cancellation policies as many have a 24-48 hour policy while others might be 30 days.

If you do not receive the email confirmation from us three weeks prior, please contact us:

melissa@theparticipationcompany.com. In the event a scheduled training is cancelled or postponed by us (TPC), all registered participants will be offered a full refund. You will also have the opportunity to choose to transfer to a future training.

REGISTRATION:

Register early, save with Early Bird pricing and help make this a successful event. This not only saves you money and secures you a seat in a limited seating event (max 25), but it assists us in our planning because all training events require a minimum number of participants. Decisions for "go" or "no go" events are usually made within the week after the Early Bird Deadline, not but later than 3 weeks in advance of the training.

On-Line Registration accommodates **Standard, Early Bird and Member Pricing.**

SPECIAL RATE PRICING: Complete a registration form and submit via email. *Registration forms are included Page 2 of the PDF flyer posted on our website under the TRAINING tab.* A direct on-line link may be provided on the host circulation flyer in some instances. The link will be listed on Page 2 of the PDF flyer bottom left corner if available.

Member Discounts are noted on the flyer/registration form and our website. These discounts expire on the early bird deadline. Applicable to active members of : AICP, IAP2USA, ICMA and NCDD .

Group Rate Pricing [applies only to publicly offered Foundations (5-Day) training]: Group Rates apply for registrations of 5+ from the same organization who register for the full week Foundations (5-Day) training. No Group Rates are available for individual classes.

A \$50.00 per person discount off early bird non-member pricing on 5 or more registrations from the same organization. **Eligibility:** Email melissa@theparticipationcompany.com an advance email with the names, your intended date of registration, name and email address requesting the invoice and your intended method of payment: check, credit card or ACH electronic funds transfer. *Next*, register them individually on-line through the link provided on the form, from our response email or the [TPC Website](#) with the notation "**5+ registering**" in the COMMENT FIELD. Press SUBMIT and exit out before payment. An invoice will be emailed to your previously designated email address. This is due and payable 30 days prior to the start date of training.