



PAYMENT TERMS:

Payment completes your registration and guarantees your seat. If you do not pay on-line at the time of registration, an invoice will be emailed to you or your designated person within your organization. A COMMENT box is located on the registration for you to designate where the invoice should be emailed. Payment is due upon receipt of the invoice, and not later than 10 days after receiving the invoice, unless other payment arrangements have been made. If you did not pay during the registration process and did not receive an invoice within 5 business days of your registration, please contact us. If payment will be delayed, please email us regarding the timing of payment for further consideration. Contact melissa@theparticipationcompany.com

IMPROTANT NOTE: Most recently we have had many full classes with people remaining on waiting lists, then late cancellations without payment. Because of this, be aware if we have not received payment for your registration within **10 days of registration/invoice sent** or by the events **early bird deadline** – whichever is later - and you have not made payment arrangements with us otherwise, we reserve the right to consider your seat vacated and offer the seat to someone on the waiting list. This allows those on the waiting list time to still schedule reasonable travel.

CANCELLATIONS / SUBSTITUTIONS / TRANSFERS:

CANCELLATION POLICY:

Cancellations received more than 31 days prior to the first day of training are fully 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.

“Prerequisite Requirement” - The 3-Day Planning is a pre-requisite to the 2-Day Techniques; therefore, we are unable to accept substitutions for 2-Day Techniques that have not previously completed 3-Day Planning.

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 usually 4 weeks (1 week after the early bird deadline unless the EB is extended), but not later than three weeks before the class start date.

We recommend you do not make non-refundable travel arrangements until you receive this confirmation email, or you might incur unnecessary expenses. You should always ask the hotel for their cancellation policies as many have a 24 - 48hour 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 can also to choose to transfer to a future training.

DISCOUNTS:

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 these organizations: 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.