



POLICIES AND TERMS

PAYMENT:

Payment is due upon registration and completes your registration. If you do not pay on-line at the time of registration due to special circumstances, 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 7 Business Days before the start date of the course for US manual mailing addresses – 15 Business Days for mailing addresses outside of the US. 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.

Also see the note about MANUALS below. If registering late and/or not paying at check out, Contact melissa@theparticipationcompany.com to work out payment.

IMPOTANT NOTE: Historically, 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 registration vacated and we will offer the registration to someone on the waiting list.

MANUALS (registrations with a mailing/shipping address WITHIN the US):

Manuals will not be shipped until payment has been received. Payment must be received not later than seven (7) business days before the start of the course.

MANUALS FOR INTERNATIONAL PARTICIPANTS (registrations with a mailing/shipping address OUTSIDE of the US)

Manuals will not be shipped until payment has been received. USPS, UPS and FEDEX will no longer guarantee shipments within their specific delivery schedules due to COVID-19. Also, the rates to ship are 5x more costly than shipping within the US, therefore anyone registering with a shipping address outside of the US will pay an additional \$50 to cover a portion of the additional shipping fees. All participants with a shipping address outside of the US must be registered and paid 15 business days in advance of the training event.

ALL INVOICES MUST BE PAID BEFORE MANUALS WILL BE SHIPPED AND COURSE ON-LINE PARTICIPANT LINKS WILL BE ISSUED.

DISCOUNTS:

AICP, IAP2, ICMA and NCDD ACTIVE MEMBER DISCOUNTS: The Participation Company offers the following rates to active members of IAP2, ICMA and NCDD. These rates are valid through the last day of registration. Rates are posted at registration.

For member discounts to apply, you must note AICP, IAP2, ICMA, or NCDD and your Member ID# in the COMMENTS box on the registration form, then choose the appropriate rate at checkout. Member discounts expire on the Early Bird deadline.

TPC does not offer group discounts.

CANCELLATIONS / SUBSTITUTIONS / TRANSFERS:

CANCELLATION POLICY:

Cancellations received BEFORE the Early Bird Deadline are fully refundable. Cancellations received AFTER the Early Bird Deadline 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 not less than 8 business days prior to the training in order for TPC to ship student manual(s) to the correct address. If TPC is notified after this deadline, it will be your responsibility to provide the manual(s) to your substitute in a timely fashion. The substitute must receive the student manuals in order to participate in the training.

TRANSFER POLICY:

Transfers are allowed (in accordance with our “Prerequisite Requirements”) at no extra charge. Notification via email or telephone call not later than the Early Bird Deadline or your original registered training dates.

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

If you do not receive the email confirmation (GO or NO GO DECISION) from us with 2 business days after the Early Bird Deadline, 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 choose to transfer to a future training.