



POLICIES AND TERMS

PAYMENT TERMS:

Payment completes your registration and guarantees your seat. 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 the start date of the course.

If any of the following apply, please contact melissa@theparticipationcompany.com as soon as possible.

- If you did not pay during the registration process and did not receive an invoice within 5 business days of your registration
- If registering late (10 days before the event) and/or not paying at check-out
- If payment is to be delayed, please email us regarding the timing of payment for further consideration

DISCOUNTS: TPC does not offer group discounts.

EVENT CONFIRMATION EMAIL (emailed 25-27 days before event):

An event confirmation email (**the GO or NO GO DECISION**) as noted above will be emailed to all registered participants. The scheduled date of the event confirmation email is noted on your registration submission confirmation.

In the event a scheduled training is cancelled or postponed by us (TPC), all registered participants will be contacted and offered the chance to attend at the new dates, or a full refund. The choice is yours.

BOOKING TRAVEL – IMPORTANT – PLEASE READ BEFORE BOOKING NON-REFUNDABLE TRAVEL!!!

We recommend you do not make non-refundable travel arrangements until you receive the EVENT CONFIRMATION EMAIL (see above), or you might incur unnecessary expenses, AS The Participation Company reserves the right to cancel any course that does not meet our minimum required registrations.

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).

SUBSTITUTION POLICY:

Substitutions are allowed at no extra charge. Please make sure to notification us via email or telephone call 3 business days prior to the training.