

CPOW CANCELLATION POLICY

Colorado Professionals in Onsite Wastewater	Version: 2.0
Title: Membership and Event Cancellation Policy	Effective Date: 8/14/2019

Event Cancellation by CPOW

CPOW reserves the right to cancel an event due to low enrollment or other circumstances which would prevent the event from being practical or feasible. This determination should be made at least 10 days prior to the event date.

Should circumstances arise that result in the postponement of an event, CPOW retains the ability to either issue a full refund or transfer registration to the same event, held at a future date. CPOW should contact each registrant to determine if a refund or a transfer of the funds is appropriate.

Event Registration Cancellation by Participant

Unless specifically stated on registration materials, the deadline to request a refund for a CPOW event registration is 14 days prior to the event.

Registration cancellations received prior to the deadline may be eligible to receive a refund; less a \$50 service fee. However, the registrant may request that the payment be applied to a future CPOW class registration for a class conducted within the next 12 months, with no service fee reduction.

Cancellation received after the stated cancellation deadline (or 14 days prior to the event if not specifically stated) will not be eligible for a refund, unless:

In the event of a participant cancellation after the noted deadline date, due to participant illness or extreme weather conditions, the following will apply:

- Notice Received 36 Hours or More Prior to the Event:
 - If the cancellation notice is received 36 hours or more prior to the start time of the event, the CPOW board may direct the Treasurer refund the payment; minus the \$50 service fee. The registrant may request that the payment be applied to a future CPOW class conducted within the next 12 months, with no service fee reduction.
- Notice Received Less than 36 Hours Prior to the Event
 - If the cancellation notice is received less than 36 hours prior to the start time of the event, the CPOW board may direct the Treasurer refund the payment; minus a \$100 service fee. The registrant may request that the payment be applied to a future CPOW class conducted within the next 12 months, with no service fee reduction.

Cancellations requests must be provided in writing (email or letter) and must be received by the stated cancellation deadline for any refund consideration.

All benefits and incentives received by the participant must be cancelled/returned to CPOW within 14 days of cancellation. All refund requests must be made by the participant or credit card holder.

Refunds will be provided in the form by which they are received. Credit card charges will be credited back to the original credit card used for registration payment.

Refund requests must include the name of the participant associated with the registration.

Substitutions by Participant

A participant may send a substitute individual to an event provided that the substitute maintains the same membership status as the original participant*. If the substitute does not maintain the same membership, additional fees may apply.

*An organization membership may be substituted if the original member has left the organization associated with the registration and is taken off the CPOW Membership List; the substituted individual will be listed as the CPOW Company Member.

General

The above policies apply to all CPOW events unless otherwise noted in the corresponding event materials. CPOW reserves the right to modify any or all of this policy, provided Board approval has been granted.