



## **Online Education Program–Cancellation/Refund Policy**

### **Cancellations**

When you purchase a seat for most of our programs, you are automatically entitled to view the archived webinar sessions. If a program does not offer access to archived sessions, it will be noted on the registration form. If you would like to cancel your purchase entirely, APWA offers a 75% refund on cancellations made five business days prior to the start of the program. You may transfer your registration up to five business days in advance of the program to another person without penalty.

### **Exceptions**

Exceptions may be made for registrants who have registered for programs that do not offer access to archived sessions and are unable to attend due to unforeseen circumstances.

APWA may cancel a program due to lack of enrollment or other factors that could impede the success of the program. In the event of APWA cancelling a program, a full refund will be made available to all registrants. A notification email will be sent via the email address provided at the time of registration, informing registrants of the program cancellation, and providing available options and other instructions.

### **Refunds**

No refund will be provided for registrant no shows. If a technical failure at the registrant's home or workplace prevents access to the live webinar, the registrant will not be given a refund. It is the responsibility of the registrant to confirm system requirements and test their computer prior to the start of the program. Technical specifications will be provided to registrants in their joining instructions prior to the program's first session. We cannot issue a refund to those who cancel after the joining information has been distributed.

### **All cancellations must be in writing and must include:**

- Name of registrant
- APWA ID number
- Email address
- Reason for cancellation

Email your cancellation request to [education@apwa.org](mailto:education@apwa.org)