



Southface Course Refund and Cancellation Policy

The following refund policy applies to all Southface courses and events. For questions please contact Southface at 404-872-3549 **before** registering for the event.

Refunds

Cancellation requests submitted in writing to courses@southface.org within **3 business days** of registration for training will receive a 100% refund. Cancellation requests submitted in writing after 3 business days of registration and at least **5 business days before** the start of the workshop or training will receive a 50% refund. Cancellation requests received **less than 5 business days before** the start of the workshop will receive no refund.

Any extenuating circumstance (such as prolonged illness or death) that prevents a participant from attending a workshop or training should be submitted in writing to courses@southface.org. Southface reserves the right to review extenuating circumstances requests on a case-by-case basis and make refund decisions appropriately. Attendees should also refer to the replacement policy listed below.

Transfers

Southface will permit a ONE-TIME ONLY workshop registration transfer without financial penalty. Transfers may only be made based on workshop dates, not workshop content. Any additional transfer thereafter will incur a transfer fee assessed at 25% of course tuition or \$65, whichever is less, per registration. Transfer requests must be submitted in writing to courses@southface.org at least **5 business days before** the start of the workshop. Transfer offers expire 6 months from the start date of the course and if no action is taken during this 6 month grace period, tuition payment will be forfeited.

Transfer requests received **less than 5 business days before** the start of the workshop will be processed as refund requests and will receive a 50% refund.

Replacements

Participants unable to attend a workshop may send a replacement participant. Replacement requests must be submitted in writing to courses@southface.org before 12PM the day prior to the workshop and include original participant name and contact information and replacement participant name and contact information. The replacement participant must meet the requirements for the workshop.

All Requests

Please allow up to **5 business days** for refund or transfer requests to be processed.

Southface reserves the right to CANCEL and/or RESCHEDULE any training at any time. Should Southface cancel or re-schedule a course it will make every attempt to do so no less than seven days before the course start date. In the event Southface cancels a scheduled workshop or training, we will notify all registered participants immediately and provide either a full refund or free transfer.

Southface does not refund travel, lodging and/or meal expenses in the event of a workshop cancellation. Southface recommends booking refundable travel arrangements.