

Refund Policy

Refund Policy: Southface maintains two refund policies based on the time length of the course registered. The **Short-Course Refund Policy** applies to all courses that are twenty hours or less in contact hours. The **Long-Course Refund Policy** applies to all courses that are greater than twenty hours in length.

Short-Course Refunds (Courses twenty contact hours or less): Cancellation requests submitted in writing to courses@southface.org within **three business days** of registration for training will receive a full refund. Cancellation requests submitted in writing after three business days of registration and at least **five business days before** the start of the class or training will receive a fifty percent refund. Cancellation requests received **less than five business days before** the start of the class will receive no refund.

Long-Course Refunds (Courses greater than twenty contact hours): Cancellation requests submitted in writing to courses@southface.org prior to the start of training will receive a full refund. If a refund is requested by a student after the course start date, a prorated refund amount will be provided based on days attended, up to 50%. *(Example: If a student requests a refund of a five-day course after attending the first day, 80% of their tuition would be refunded. This same student would be ineligible for a refund after attending 50% of the days of the course).*

Extenuating Circumstances: Any extenuating circumstance (such as prolonged illness or death) that prevents a participant from attending a class 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.

Course Transfer Policy: Southface will permit students a **one-time only** class registration transfer without financial penalty. Transfers may only be made based on class dates, not class content. Any additional transfer thereafter will incur a transfer fee assessed at twenty-five percent of course tuition or \$65, whichever is less, per registration. Transfer offers expire six 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 must be submitted in writing to courses@southface.org at least **five business days** before the start of the class. Transfer requests made within **five business days** of the class start should be avoided and can result in a forfeiture of tuition. Any extenuating circumstance (such as prolonged illness or death) that prevents a participant from attending a class 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 transfer decisions appropriately. Attendees should also refer to the replacement policy listed below.

Replacement Participant Policy: Participants unable to attend a class may send a replacement participant. Replacement requests must be submitted in writing to courses@southface.org before 12:00pm the day prior to the class and include original participant name and contact

information and replacement participant name and contact information. The replacement participant must meet the requirements for the class.

All requests: Please allow up to **five 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 class 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 class cancellation. Southface recommends booking refundable travel arrangements.