



TRAINING/EVENT REFUND POLICY

TRAINING POLICY

- Registration will close five (5) business days before the training start date.
- A minimum registration of ten (10) must be registered for the training to move forward.
- If the training is canceled, all registered individuals will be notified via email.

FULL REFUND | HALF REFUND

A FULL training/event refund will be provided for Joint Initiatives for Youth & Families/Alliance for Kids (JI/AFK) training under the following circumstances:

- The training participant provides a written refund request to AFK/JI no later than ten (10) business days prior to the first day of the training/event. Additionally, proof of registration must be provided along with this request.
- A refund of HALF of the cost of the training/event will be provided for AFK/JI training under the following circumstances:
- The training participant provides a written refund request to JI/AFK no later than five (5) business days prior to the first day of the training/event. Additionally, proof of registration must be provided along with this request.
- Please note the following regarding refunds for series training (have multiple meeting sessions):
- To request a FULL refund for a series training, the training participant must provide a written refund request to JI/AFK no later than ten (10) business days prior to the first day of the training/event series. Additionally, proof of registration must be provided along with this request.
- Participants attending any portion of a series training are not eligible for refunds for subsequent sessions in the series.
- NOTE: Training that is a series –
- The five (5) business day rule applies for the first training in the series (full refund received)
- There are NO refunds for the remaining training series if registrant cancellations are made after the five (5) business day policy noted above.

REFUND FOR CANCELED OR POSTPONED TRAINING + EVENTS

- If training/event is canceled or postponed by JI/AFK for any reason, including inclement weather, registrants will be given the options below, and the choice must be made within one week of the canceled training/event through email to JI/AFK.
- Cancellation of registration and full refund of the cost of the training/event.
- Application of registration payment to a future training/event within three months of the date of the canceled training/event.
- Transfer of payment to a future rescheduled training/event.

“NO SHOWS” FOR TRAINING OR CANCELTION LESS THAN FIVE DAYS PRIOR TO THE TRAINING START DATE WILL NOT QUALIFY FOR A REFUND

All refund requests must be in writing and either emailed, mailed, or hand-delivered. Phone requests will not be accepted.

- **EMAIL:** Please email the refund request to:
- Geanina Brown, Early Childhood Workforce Manager, gbrown@jointinitiatives.org
- **MAILED:** Joint Initiatives for Youth & Families, 6385 Corporate Drive, Suite 201, Colorado Springs, CO 80919
- **HAND-DELIVERED:** Joint Initiatives for Youth & Families, 6385 Corporate Drive, Suite 201, Colorado Springs, CO 80919

The refund will be refunded to the original credit/debit card used for the registration. Please allow five (5) to ten (10) business days for the refund to be placed back in your account.