

Health Care Consulting Services, Inc.

HCCS

Seminar Policy, Refunds, Requirements

Policy

Pre-registration is required to obtain any discounts rates. Walk-ins pay full price unless arrangements were made in advance and participant qualifies for a professional membership or group discount.

If a program must be rescheduled due to inclement weather or illness of the speaker, the program will be held in the same location at a later date according to availability of the conference center.

If a program is cancelled and not rescheduled, a full refund will be made to all pre-paid registrants within 4 weeks of the date of the originally scheduled program.

Refunds

If registration has been received and processed but the participant cannot attend, the following options are available if 48 hour notice is provided regarding the cancellation:

- 1) A copy of the manual can be mailed and questions can be Emailed to the presenter at no additional cost; or
- 2) Voucher to attend a future seminar offered within 18 month period; or
- 3) Refund minus \$45 fee for handling the original registration and to process the refund will be made within thirty (30) days.

If the participant does not cancel in advance, none of the above options apply. HCCS must obtain a room, order refreshments and have copies of training manuals and handouts according to the number of people registered. If someone does not show up and there is no advance notice, HCCS still has to absorb the cost of the person who did not attend.

Substitutions

If the registered person is unable to attend, another person from the same organization may attend at the same price. Prior notification is appreciated to provide HCCS the opportunity to print the appropriate name on the certificate for CEUs.

Requirements

Please be courteous and turn cell phones and pagers onto vibrate only during the program. Do not interrupt the speaker during the program, wait until the speaker opens the floor for discussion and/or questions. Arrive on time.

Those obtaining Continuing Education Units (CEUs) must stay the entire program to receive the approved CEUs. An adjusted certificate can be mailed if the participant leaves early. The participant must notify the instructor in advance of leaving early to order the adjusted CEU certificate.