

IAMU Cancellation of Registration Policy

As approved by the IAMU Board of Directors on 11/21/2019

IAMU NCCER Classes - Cancellation Policy

<i>Refund - check/credit card</i>	<i>Credit on Account</i>
31+ Days' Notice - 100% Refund less Administrative Fee of \$50	100% Refund less Administrative Fee \$50
16-30 Days' Notice - 50% Refund less Administrative Fee of \$50	50% Refund less Administrative Fee of \$50
15 Days' Notice - No Refund	0% Refund
Registrations may transfer to an unregistered individual within the same organization up to the same day of the event.	
Exceptions: In the event IAMU cancels an event a 100% refund will be given on account unless a refund by check/credit card is requested. Inability to travel to an event due to weather or an unforeseeable emergency the attendee will be issued a credit on account less the Administrative Fee. The Administrative Fee may be waived with the approval of the Executive Director or Designee.	

IAMU Events (includes workshops, conferences, webinars)- Cancellation Policy

<i>Refund - check/credit card</i>	<i>Credit on Account</i>
4+ Days' Notice - 100% Refund less Administrative Fee of \$50	100% Credit on Account less Administrative Fee \$50
3 Days or less Notice - No Refund	100% Credit on Account less Administrative Fee \$50
Registrations may transfer to an unregistered individual within the same organization up to twelve months from the event date.	
Exceptions: In the event IAMU cancels an event a 100% refund will be given on account unless a refund by check/credit card is requested. Inability to travel to an event due to weather or unforeseeable emergency will be based upon this cancellation policy, however with the approval of the Executive Director or Designee the Administrative Fees may be waived.	

IAMU OQ Training Program

- ❖ User has access to OQ training system and is removed before an onsite performance evaluation visit is completed by IAMU staff, 50% refund less \$185 registration/administrative fee.
- ❖ Onsite performance has been completed by IAMU Staff, no refund will be given.