

# 2024 Institute Cancellation, Substitution, and Waiting List Policy



## Cancellation Policy

1. Students who cancel at least two weeks in advance of the first day of the Institute will receive a full refund less a \$500 cancellation fee.
2. Students who cancel within two weeks of the first day of the Institute will receive no refund.
3. Students who fail to attend the Institute will receive no refund.
4. At the sole discretion of the Program Manager and the Executive Director, a student who cancels under extraordinary circumstances may receive a non-transferrable credit toward another AWI Institute within one year less a \$250 transfer fee or a potential refund, depending on the individual situation.
5. In the event that AWI is required to cancel the Institute due to extraordinary circumstances, Institute tuition will be fully refunded.

## Substitution Policy

1. Students may substitute their registration with another individual from their firm/organization with no fee if the substitution is made at least thirty days prior to the first day of the Institute.
2. If the substitution is made within thirty days of the first day of the Institute, a \$250 transfer fee shall apply.

## Waiting List Policy

1. Registering through the Waiting List requires a \$500 deposit. The Waiting List puts individuals in line, in the order that Waiting List registrations are received, for a space that may become available for the Institute. Individuals who put themselves on the Waiting List have committed to attend the Institute if a space becomes available, on or within two weeks before the Institute, and they are next in line on the Waiting List. Individuals will be informed by email and telephone call if a space becomes available and they are next in line that they are registered for the Training Institute. If a space becomes available on a weekend or holiday, the notification will be sent the next business day.
2. If individuals register through the Waiting List and no space becomes available on or within two weeks before the Institute begins, they will have three choices:
  - a. Receive a full refund of their deposit.
  - b. They may opt to remain on the Waiting List until noon on the Friday before the start of the Training Institute, and if no space opens, they will receive a full refund of their deposit.
  - c. They can ask that the deposit be transferred to another Institute if registration is open.

AWI will send an email giving individuals these choices. If the individual does not reply, AWI will keep them on the Waiting List until 12:00 p.m. CT on the Friday before the Institute begins and then issue a refund of their deposit if a space does not become available.

3. The balance of the tuition must be paid within two business days of being notified that students have been accepted to attend the Institute. The tuition rate depends on whether an individual is an AWI member or a non-member and the date they registered on the Waiting List. Students will receive an electronic invoice with the balance due which can be paid online or by calling AWI and paying by credit card over the phone. If AWI does not receive the tuition balance within two business days of notification, AWI shall contact the next person in line on the Waiting List and that individual will forfeit their \$500 deposit.