



Updated January 3, 2018

## Cancellation Policies

### Programs Cancelled by CHEP

- CHEP reserves the right to cancel a program due to insufficient enrollment or any unforeseen circumstances.
- CHEP will post program cancellations to our program webpage and on social media outlets.
- Every effort will be made to notify participants of the cancellation via email.
- In cases of extreme weather, a public announcement will be made on Baltimore WBAL radio station (AM 1090) when possible.
- Registration fees will be fully refunded if CHEP is unable to re-schedule a cancelled a program.
- **Credit card processing fees will apply on refunds made on credit card payments for cancelled programs not able to be rescheduled.**
  - See refund options below for details.

### Programs Cancelled by a Registrant

- Cancellations must be received by email or by phone two business days prior to the program date.
- Cancellation Refund Options:
  - A refund less a \$10 processing fee will be provided.
  - A voucher or registration transfer for full registration fee to be used within 6 months of the cancellation.
- Department of Veterans Affairs employee cancellations can only receive a voucher - no refunds.
- **No refund or voucher** will be given for cancellations received on or after the program date.

### ACLS/PALS/CPR Cancellation Policy

Due to the nature and demand for these courses, the following cancellation policy applies:

- **More** than 20 business days prior to the course – Refund or voucher minus 50%
- 10 Business Days prior to the course or less - No refund or voucher.

**Please Note: Refunds for books will not be provided.**

### Vouchers

- Vouchers are transferable and may be used toward a future program prior to the expiration date.
- Original vouchers must be presented at the day of the program.
- Vouchers cannot be exchanged for money and will not be reissued after the expiration date.