

## CASE 4 Learning Cancellation Policy

CASE encourages participants to register early and pay with a credit card to secure their spot in the CASE Institute. Participants registering for a CASE Institute agree to the following cancellation policy.

### 1. Registration

- Early registration with credit card payment and PO is priced at an early bird rate through the end of February.
- Starting March 1<sup>st</sup>, the fee will be \$200 more than the early bird rate.

### 2. Purchase Order Policy

- PO# is entered, and documentation is submitted at the time of registration.
- If paying with a purchase order, payment in full must be received within 45 days of registration. Otherwise, the registration may be canceled, and space in the institute will open for waiting participants.

### 3. Cancellation and Refunds

#### *CASE Institutes*

- Participants will be reimbursed the total cost minus a \$500 administrative fee if they cancel before April 15th.
  - A 5-day grace period after registration is allowed to cancel or change CI registrations with no penalty.
- After April 15<sup>th</sup>, no refunds will be remitted unless it is an extenuating circumstance.
- Scholarship recipients who cancel will not be eligible for future scholarships or grants.
- Additional refunds or deferments will only be considered for extenuating circumstances that the executive committee must review and approve.

#### *BriefCASEs*

- Participants will be reimbursed the total cost minus a \$250 administrative fee if they cancel at least 30 days before the event.
  - A 5-day grace period after registration is allowed to cancel or change BriefCASE registrations with no penalty.
- Within 30 days, no refunds will be remitted unless it is an extenuating circumstance.
- Additional refunds or deferments will only be considered for extenuating circumstances that the executive committee must review and approve.

### 4. Refund or Deferment Eligibility: A participant is eligible for refund or deferment if:

- The host cancels, reschedules, or postpones the event.
- Extenuating circumstances such as a catastrophic incident, medical emergency, etc.
  - Participants and/or school districts must provide documented proof of extenuating circumstances for registration to be eligible for a refund or deferment.
  - Refunds for extenuating circumstances must be reviewed and approved by the CASE Executive Committee.
  - No refunds, or deferments are permitted due to teacher resignations.

### 5. Deferment

- **In case of** unforeseen circumstances or events, such as catastrophic incidents, medical emergencies, etc., **participants can defer their payment to attend a CASE Institute the following year.**
- **The participant must use the deferred payment in the next year; otherwise, the funds will be retained by CASE.**
- **Participants granted deferment will have temporary access to the curriculum for the year.**

- Scholarships granted for the current CASE Institute can be transferred to the deferred registration.
  - Deferment can be transferred to another school district's teacher.
  - Deferment can be for any course for the following year.
6. Host cancelation, rescheduling, or postponement
- If the host cancels, reschedules, or postpones an event, the participant can receive a full refund, transfer to another institute without a fee, or be deferred for one year.
7. Refund Processing Time
- Participants who paid with a PO will receive the refund via check within 45 days of the request.
  - Participants who paid with a credit card will receive the refund via credit to their credit card within fourteen days of the request.