

## Cancellation Policy for Continuing Education Seminar

We understand that unforeseen circumstances may arise, making it necessary for participants to cancel their attendance at our continuing education seminar. To ensure fairness and maintain the integrity of our registration process, we have established the following cancellation policy:

### 1. Cancellation Timeframes:

- **Early Cancellation:** Participants who cancel their registration more than 15 days before the seminar start date will receive a full refund.
- **Standard Cancellation:** Cancellations made between 15 and 7 days before the seminar start date will be eligible for a 50% refund.
- **Late Cancellation:** Unfortunately, refunds for cancellations made within 7 days of the seminar start date are not guaranteed any percentage of a refund.

### 2. Refund Process:

- Refunds will be processed within 5 business days of receiving a cancellation request.
- All refunds will be issued to the original payment method used during registration.

### 3. Substitution Policy:

- If a registered participant is unable to attend, substitutions are allowed at no additional cost. However, we request advance notice of any substitutions.

### 4. No-Show Policy:

- Participants who do not attend the seminar without prior notice will not be eligible for a refund.

### 5. Cancellation by the Organizer:

- In the unlikely event that we must cancel the seminar, participants will receive a full refund of their registration fee. However, we are not responsible for any other expenses incurred by the participant.

#### 6. Force Majeure:

- The organizer is not liable for refunds or damages in the event of circumstances beyond our control, such as natural disasters, acts of terrorism, or other unforeseen emergencies that affect the attendee. If such an event occurs to preclude delivery of material by the organizer (eg, a storm resulting in a power outage at the organizers facilities) and such cannot be resolved within a reasonable period of time, the organizer will be responsible to provide a refund to account for undelivered services.

#### 7. Cancellation Request Procedure:

- All cancellation requests must be submitted in writing via email to [tim@swallowthegap.com](mailto:tim@swallowthegap.com).
- The request must include the participant's full name, seminar name, and registration details.

#### 8. Transfer of Registration:

- Participants unable to attend the seminar may request to transfer their registration to a future session of the same seminar, subject to availability. Transfer requests must be made in writing at least 7 days before the original seminar date.

By registering for our continuing education seminar, participants acknowledge and agree to abide by the terms of this cancellation policy.

For any questions or concerns regarding this policy, please contact Timothy Stockdale, SLPD, CCC-SLP at [tim@swallowthegap.com](mailto:tim@swallowthegap.com).