

	CONTACT PERSON Director, OIPS	EFFECTIVE DATE 06/01/2015
	POLICY AREA Operations	DATE APPROVED 06/01/2015
Fee-Based Course Cancellation and Refunds	VERSION 1.01	DATE REVIEWED
	PAGES Page 1 of 2	DATE REVISED

1. Purpose

- 1.1. To establish general guidelines regarding cancellations and refunds for fee-based courses.

2. Scope

- 2.1. This policy/procedure applies to any learner that has registered for a fee-based course.

3. Definitions

- 3.1. Fee-based course: A course in which a learner (internal or external to UAB) pays a fee to participate.
- 3.2. Cancellation: Occurs when the simulation program cannot deliver a course due to low enrollment or other unavoidable circumstance.
- 3.3. Learner: Anyone registering for a course (synonyms: student, participant)

4. Policy

- 4.1. Payment for all fee-based courses is due at time of registration.
- 4.2. Each course requires a minimum number of learners to avoid cancellation.
- 4.3. Course cancellation by the office occurs within a reasonable time, except under extenuating circumstances.
- 4.4. Learners may cancel registrations and receive a partial refund or no refund, depending on timing of cancellation and availability of another learner to fill the spot.
- 4.5. Learners may reschedule registrations with a penalty or without a penalty, depending on timing of rescheduling and availability of another learner to fill the spot.

5. Procedures

- 5.1. Space will not be held for registered learners unless monies are received. Registrations made without payment are placed in a wait-listed status.
- 5.2. Generally, at least five learners are required to conduct a course.
- 5.3. Learners will be notified at least 10 business days before a scheduled course should the course need to be cancelled due to low enrollment.
- 5.4. Learners may cancel a course registration up to 10 business days prior to the course and all monies will be refunded minus a 10% processing fee.
- 5.5. Learners may cancel a course registration less than 10 business days prior to the course but will not be refunded unless another learner can fill the spot. If the spot is filled, the learner will be refunded all monies minus a 20% processing fee.
- 5.6. Learners registered for a scheduled course may change to a different date up to 10 business days prior to the registered course without penalty.
- 5.7. Learners registered for a scheduled course may change to a different date less than 10 business days prior to the registered course but will be charged a 20% rescheduling fee. The 20% rescheduling fee will be waived if another learner can fill the spot.
- 5.8. Learners that cancel within 24-hours of a registered course forfeit all monies paid.
- 5.9. Learners that do not show up for a course forfeit all monies paid.

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	PAGES	DATE REVISED
	Page 2 of 2	

5.10. The Course Director reserves the right to make exceptions to these procedures on a case-by-case basis, primarily for consideration of illnesses, accidents, or other extenuating circumstances that are properly documented.

6. Appendices / Attachments