

## Continuing Education Refund Policy

### Conference policy:

- Registrants who cancel their registration more than 90 days prior to the start of the event, will receive a 95% refund.
- Registrants who cancel their registration 21 days prior to the start of the event, will receive a 50% refund.
- No refunds will be issued for cancellations made less than 20 days prior to the start of the event.

### In-person course policy:\*

Registrations may be cancelled up until 10 days before the live event for a full refund, minus credit card fees. No refunds will be given for cancellations made less than 10 days prior to the event. Please contact [ncfa@adoptioncouncil.org](mailto:ncfa@adoptioncouncil.org) with any concerns, and we will work with you to resolve any issues.

*\*For a hybrid course with in-person and distance learning components, this policy will apply.*

### Live webinar policy:

Registrations may be cancelled up until the day of the live event for a full refund, minus credit card fees. No refunds will be given for cancellations made after that point. Please contact [ncfa@adoptioncouncil.org](mailto:ncfa@adoptioncouncil.org) with any concerns, and we will work with you to resolve any issues.

### Recorded webinar policy:

Please contact NCFA at [ncfa@adoptioncouncil.org](mailto:ncfa@adoptioncouncil.org) with any questions or concerns regarding registration fees paid for a recorded webinar, and we will work with you to resolve any issues. If NCFA is not able to resolve your issue, we will provide a full refund within 10 days of the date of purchase. Please note that regardless of fees paid, recorded webinars offering CE credit require that

participants earn a passing grade on the post-test evaluation in order to receive CE credit. Please refer to NCFA's continuing education grievance policy for further information.

