

Continuing Education Refund Policy

In-Person 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 20 days prior to the start of the event.

Virtual Conference policy:

Registrants who cancel their registration more than 21 days prior to the start of the event, will receive a 75% refund. Registrants who cancel their registration 7 days prior to the start of the event, will receive a 50% refund. No refunds will be issued for cancellations made 1 day 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 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 with any concerns, and we will work with you to resolve any issues.

Recorded webinar policy:

Please contact NCFA at 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.

