

**Northeast Wisconsin Partnership for Children and Families**  
**Registrant Training Cancellation and Refund Policy**  
**April 8, 2005**

**Purpose:** To specify the guidelines for a registrant's cancellation from a training session and for a refund of the daily training rate paid by the registrant or the registrant's agency for the cancelled training session offered by the NEW Partnership.

**Policy:** Registrants, registered for a training session offered by NEW Partnership, who wish to no longer attend the session for which they are registered must cancel more than five (5) working days prior to the first day of the training in order to avoid fiscal penalties.

Registrants who cancel five (5) or fewer working days prior to the first day of the training session will not be refunded the registration fee they or their agency paid for the session or will be billed for the registration fee if the NEW Partnership has not yet received the registration fee.

Registrants who transfer to another training session five (5) or fewer working days prior to the first day of the training session will be treated as a cancellation and the registrant remains responsible for paying the registration fee.

Registrants who cancel five (5) or fewer working days prior to the session will not be charged if they can arrange for someone from their same agency to register and attend in their place.

Registrants who cancel more than five (5) days prior to a training session will be refunded the registration fee they or their agency paid for the cancelled training session.

**Definitions:** Registrants – Individuals who sign up for a training session offered by the NEW Partnership.

Training session – A training session can be one, two, three, four or five days in length. The training session days can be back-to-back (e.g. four days in a row) or split (e.g. two days, one week break, two days). Whether held back-to-back or split, the training session is considered as a single training session.

First day of training – The first day of training is the first day on which the training session is held, whether back-to-back or split.

Registration fee – The *Member / Nonmember Daily Training Rate Policy* identifies the registration fees for members and nonmembers.

Waiting list – The NEW Partnership establishes a waiting list for training sessions when more individuals are interested in attending the training session than there are available slots.

**Rationale:** In order to prepare for a training session, the NEW Partnership needs a count of the registrants to assure that adequate handouts are available, and the training facilities need a count of the registrants for determining room size and set-up and the number of meals to prepare. NEW Partnership staff guarantee with the facility the amount of food and beverages that will be purchased based upon the number of individuals registered for a training session five (5) working days prior to each training session. NEW Partnership is responsible for reimbursing the facility for the number guaranteed even if that number is less because of cancellations or transfers out of the training session. Therefore, registrants who cancel or transfer from the training session five (5) or fewer working days prior to the first day of the training session remain fiscally responsible for the registration fee for the entire session.

Initially approved by the NEW Partnership Steering Committee on April 8, 2005. No changes were recommended upon annual review by the NEW Partnership Steering Committee on 4-7-06, 10-19-07, 10-23-08, and 10-22-09. Signed on behalf of the Steering Committee by:

---

Marty Bonk, Chair – Steering Committee

---

Stephanie Reilly, Director – NEW Partnership

Next Review Date: January 2011