

What is the cancellation policy for NIGP online professional development?

NIGP Cancellation Policy for Courses

NIGP reserves the right to refuse/cancel a registration or event due to low enrollment or other circumstances which would make the registration or event nonviable. Should circumstances arise that result in the postponement of a registration or event, registrants will have the option to either receive a full refund or transfer the registration to the same course at the new future date. Any cancellation made 31 days prior to the course start date will result in an administrative fee of \$150.

In the event that attendance must be canceled by the participant due to unforeseen circumstances (e.g., death in the family, severe illness), please contact distancelearning@nigp.org with details, a credit or refund may be issued depending on the situation.

Registration Cancellation by Participant

Registration cancellations received prior to the course start date may be eligible to receive a full refund. The participant must make the request in writing to NIGP Customer Care, customer care@nigp.org. Registration cancellations received on or after the course start date are not be eligible for a refund.

Refund requests must include the name of the attendee and/or transaction number. Cancellations are accepted only via a email request to NIGP Customer Care and must be received by the stated cancellation deadline of one day (24 hours) prior to the course start date. Refunds will be credited back to the original credit card used for payment. All benefits and incentives received by the participant must be cancelled/returned to NIGP.

Requests to reschedule the start date for a workshop/course must be received prior to the start date of the session. Individuals requesting to reschedule on or after the start date will have to register for a later session with an additional workshop or course fee.

Webinars: NIGP is not responsible for the inability of any participant to participate due to technical issues beyond our control. Participants are encouraged to conduct a technical and sound check at least one (1) day prior to the scheduled start time of the webinar on the computer that will be used for the webinar. The participant should allow enough time for any local technical support to prepare the computer. Instructions for participation in the webinar and completion of a technical check are sent via email upon registration and again prior to the start of the webinar.

These refund policies apply to all NIGP registrations unless otherwise noted. Please read all individual event and course descriptions and program information thoroughly. Please submit an email request with any questions regarding the cancellation policy to NIGPs customer care team.