

## CASE 4 Learning Cancellation Policy

CASE encourages participants to register early and pay with a credit card to secure their spot in the CASE Institute. Participants registering for a CASE Institute agree to the following cancellation policy.

1. Registration
  - Early registration with credit card payment and PO is priced at an early bird rate through the end of February.
  - Starting March 1<sup>st</sup>, the fee will be \$200 more than the early bird rate.
2. Purchase Order Policy
  - PO# is entered, and documentation is submitted at the time of registration.
  - If paying with a purchase order, payment in full must be received within 45 days of registration. Otherwise, the registration may be canceled, and space in the institute will open for waiting participants.
3. Cancellation and Refunds
  - CASE Institutes*
    - Participants will be reimbursed the total cost minus a \$500 administrative fee if they cancel before April 15th.
      - A 5-day grace period after registration is allowed to cancel or change CI registrations with no penalty.
    - After April 15<sup>th</sup>, no refunds will be remitted unless it is an extenuating circumstance.
    - Scholarship recipients who cancel will not be eligible for future scholarships or grants.
    - Additional refunds or deferments will only be considered for extenuating circumstances that the executive committee must review and approve.
  - BriefCASEs*
    - Participants will be reimbursed the total cost minus a \$250 administrative fee if they cancel at least 30 days before the event.
      - A 5-day grace period after registration is allowed to cancel or change BriefCASE registrations with no penalty.
    - Within 30 days, no refunds will be remitted unless it is an extenuating circumstance.
    - Additional refunds or deferments will only be considered for extenuating circumstances that the executive committee must review and approve.
4. Refund or Deferment Eligibility: A participant is eligible for refund or deferment if:
  - The host cancels, reschedules, or postpones the event.
  - Extenuating circumstances such as a catastrophic incident, medical emergency, etc.
    - Participants and/or school districts must provide documented proof of extenuating circumstances for registration to be eligible for a refund or deferment.
    - Refunds for extenuating circumstances must be reviewed and approved by the CASE Executive Committee.
    - No refunds, or deferments are permitted due to teacher resignations.
5. Deferment
  - **In case of** unforeseen circumstances or events, such as catastrophic incidents, medical emergencies, etc., **participants can defer their payment to attend a CASE Institute the following year.**
  - **The participant must use the deferred payment in the next year; otherwise, the funds will be retained by CASE.**
  - **Participants granted deferment will have temporary access to the curriculum for the year.**

- Scholarships granted for the current CASE Institute can be transferred to the deferred registration.
  - Deferment can be transferred to another school district's teacher.
  - Deferment can be for any course for the following year.
6. Host cancelation, rescheduling, or postponement
- If the host cancels, reschedules, or postpones an event, the participant can receive a full refund, transfer to another institute without a fee, or be deferred for one year.
7. Refund Processing Time
- Participants who paid with a PO will receive the refund via check within 45 days of the request.
  - Participants who paid with a credit card will receive the refund via credit to their credit card within fourteen days of the request.