

## Payment/Cancellation Policies

### Payment Policy

The NCBC accepts Visa, Mastercard, Discover, and checks for payment. Checks are subject to a \$25.00 bank fee if returned for non-payment.

### Cancellation Policy

The NCBC understands that from time to time, situations arise which would necessitate a change in scheduling, both for registrants and the NCBC staff, facility or instructors. Therefore, we reserve the right to reschedule program dates and/or locations due to the unlikely event of insufficient enrollment or other unforeseen circumstances. If for any reason, the program cannot be held or conducted by the NCBC, attendees will be accommodated at another program site or at their request, registration fees paid will be fully refunded. The NCBC cannot be held responsible for other costs or expenses, including but not limited to cancellation/change charges assessed by airlines, travel agencies, or hotels.

If for any reason the registrant cannot attend the scheduled program, we will gladly accommodate their attendance at another Certification site, when notification is given at least one week prior to the program date. However, if a registrant fails to attend without prior notification, full registration fees will be forfeited. Refunds for cancellations will only be honored if request is made at least 30 days prior to the program, and no program materials have been sent. A \$25.00 processing fee will be assessed. All refunds will be issued by check, regardless of original payment.

Program fees may be transferable to another person, with prior notice given to the NCBC office. The name, mailing address, phone number and email address of the new attendee must be provided by the original registrant. Substitution requests can be made up to 5 days prior to the program, but it is the initial registrant's responsibility to pass on any program materials that were received to the person who will be attending, unless notification was made more than thirty days prior to the program, in which case materials will be sent directly to the substitute.