

## **Cancellation and Modification Policy for TNI Training Webinars:**

Cancellations for most training webinars are accepted via phone, email to [paul.junio@nelac-institute.org](mailto:paul.junio@nelac-institute.org), or by logging into your registration record, up to 3 business days prior to the start of the training.

Cancellations for all assessor training webinars are accepted up to 10 business days prior to the start of the training.

- Cancellations made at least 3 business days (10 business days for assessor training) before the start of the training webinar will receive a refund minus a \$75 administrative fee.
- Cancellations made less than 3 business days (10 business days for assessor training) before the start of the training webinar will not receive a refund but will receive the webcast if available.
- Registration modifications to indicate a substitute participant must be completed at least 3 business days (10 business days for assessor training) before the start of the training date by emailing [paul.junio@nelac-institute.org](mailto:paul.junio@nelac-institute.org).
- TNI reserves the right to cancel a webinar due to low enrollment or other circumstances which would make the event non-viable.
- Cancellation of a webinar by TNI will result in a full refund to all paid registrants in the form of the original payment.
- Should circumstances arise that result in the postponement of a webinar, registrants will have the option to either receive a full refund or transfer registration to the same event at the new date.