



McKinley

MCertified Training Center

Class Attendance and Cancellation Policy

All Training Courses

A participant may cancel enrollment in a course by giving written notice via email to the agency at mcertified@mckinleycc.org. Unless the agency has discontinued or cancelled the training, the participant is financially obligated to the agency according to the following:

Course Registration

Cancellations Within 48 hours: Course registration fees are non-refundable. However you have **up to 48 hours** following a purchase to cancel the course without penalty and receive a full refund after purchase onto your original form of payment i.e. if you pay by credit card refund is returned to the same card, if you pay by check you will receive a refund check. Constant Contact purchase refunds are processed via PayPal and [PayPal refund policy](#) timelines apply. If payment is made by mailing a check refund will be processed via check within 10-15 business days of receiving your written notification of cancellation. The postmark date on the mailing envelope for the check will be used as the registration date for the course. Course cancellation and refund requests must be made in writing and emailed to mcertified@mckinleycc.org.

Course Transfers from One Registered Person or Course Date to Another, Receiving a Credit Towards Registration Fees: Upon a written request to mcertified@mckinleycc.org, the agency will gladly transfer registration fees, to another course, or transfer to a different individual of your choice or issue you a credit that is good for one year from transfer request date. Written course transfer requests must be sent **with at least 48 hours advance notice of the 1st day of class**, after which no changes, class transfers, refunds or credits will be allowed. Transfers are limited to one transfer per original registration. A transfer fee of \$25.00 will apply.

No Shows: Participants who do not show up for class, and do not notify the agency in writing timely will not receive a refund. If they wish to transfer to a different class, without following the transfer protocol above, the participant will need to pay the full amount of the class.

Late Arrivals: Unless otherwise noted, all classes begin as stated on the training schedule as advertised by the agency. Participants who arrive at class more than 10 minutes late may lose their seat to take the class and a refund or credit will not be given. Making up program hours and content may occur during scheduled free time of the program, i.e. lunch break, at the sole discretion of management and additional fees may be applicable.

Make Up Classes:

Initial Certification Classes: Persons registered for an Initial Certification class may schedule a make-up day for \$25.00 per day missed as long as MCertified Training Center is notified, via email, within 48 hours from the last day of class AND the course is being offered on a future date. **PLEASE NOTE: A maximum of only one day can be missed and made up; any days missed past one day will be at the discretion of management and may not be granted.** Initial classes in the same category are not offered every month therefore the make-up day will only occur at the next scheduled class offering. If an earlier make up day is requested, and the course is not being offered by this date, then a one-on-one makeup day with an instructor may be requested in writing via email to mcertified@mckinleycc.org. Additional fees starting at \$250/day apply and availability is at the sole discretion of management and instructor.

Management Training Classes: Persons registered for a Management Training series may schedule a one-on-one makeup day per day missed with an instructor in writing via email to mcertified@mckinleycc.org as long as MCertified Training Center is notified, via email, within 48 hours from the last day of class AND the instructor is available to provide a makeup day. **PLEASE NOTE: A maximum of only one day can be missed and made up; any days missed past one day will be at the discretion of management and may not be granted.** Additional fees starting at \$250/day apply and availability is at the sole discretion of management and instructor.

All Other Classes: Persons registered for all other classes must register for another date at full price if the agency's 48 hour Cancellation or Make Up policies are not followed.

Failed Exam Policy for GH, STRTP and ARF ICTP: If a participant attempts to take the Department exam and fails within the 60 day period after you complete the Initial Certification course, the attendee has up to 30 days to contact us, via email at mcertified@mckinleycc.org to retake the Initial Certification class at only \$25.00 per day, instead of the full cost. This policy can only be used once per ICTP course type.

In the Case of Emergencies: Disabling illness or accident, death in the immediate family, or other similar circumstances beyond the control of the participant that causes the attendee to discontinue their course before completion, the agency shall arrange a prorated purchase settlement that is reasonable and fair to both parties.

Training Venue Policies: Live training courses may be held at a variety of live venues (including hotels). While onsite, all participants are subject to the venue's policies, terms and conditions. The agency has the right to refuse service and ask you to leave the venue due to non-compliance with venue policies or any conduct that causes undue disruption to the venue/training or risks safety to self or others at the venue. In the event of a date or location change, you will be eligible for a free transfer to another class i.e. \$25.00 transfer fee will be waived.

Lunch and Other Break Periods: Several 10 minute breaks are given throughout each course and a 40 minute lunch break is given for courses that are more than 6 hours. The instructor has full discretion to refuse a participant's reentry into class if they do not adhere to the discussed break periods.

Courses Are Subject to Cancellation Due to Low Enrollment: Full refunds will be given to all participants in the event this occurs.

Use of Electronic Devices: Please limit your electronic device use (phones, laptops, tablets) to the multiple break times given (based on the hours of instruction) and lunch break given throughout the class. Please be respectful to the instructor and participants in class and use the break times accordingly. Everyone's cooperation is appreciated in this matter.

Product Sales

All sales of products, training manuals, etc. are final and nonrefundable. Damaged manuals may be exchanged at no additional charge.

Proprietary Information

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