

AFK TRAINING POLICIES

Alliance for Kids Training | Registrations & Cancellations

Registration: Registration for all AFK sponsored training and events will CLOSE at 3:00 pm seven (7) business days prior to the event. (Our business days are Monday - Saturday.) For example, registration for a Saturday training (4/8) will close at 3 pm on the Friday prior (3/31). Due to the variety and frequency of federal holidays, these WILL count as "business days" even though our offices may be closed. The closing date will always be posted in the event registration information.

Cancellations: Each training will have a minimum number of participants required to hold the training. If this number is not reached by the registration deadline, the training or event may be cancelled. You will receive a cancellation email in the event this occurs. The minimum number for class will be posted in the registration information.

Alliance for Kids Training | Event Refund Policy

A FULL training/event refund will be provided for Alliance for Kids training under the following circumstances:

- The training participant provides a written refund request to Alliance for Kids no later than ten (10) business days prior to the first day of the training/event. Additionally, proof of registration must be provided along with this request.

A refund of HALF of the cost of the training/event will be provided for Alliance for Kids training under the following circumstances:

- The training participant provides a written refund request to Alliance for Kids no later than five (5) business days prior to the first day of the training/event. Additionally, proof of registration must be provided along with this request.

Please note the following regarding refunds for series training (have multiple meeting sessions):

- To request a FULL refund for a series training, the training participant must provide a written refund request to Alliance for Kids no later than ten (10) business days **prior to the first day of the training/event series**. Additionally, proof of registration must be provided along with this request.
- Participants attending any portion of a series training are not eligible for refunds for subsequent sessions in the series.

Cancelled Trainings/Events

If an training/event is cancelled or postponed by Alliance for Kids for any reason including inclement weather, registrants will be given the options below and the choice must be made within one week of the cancelled training/event through email to Alliance for Kids.

- Cancellation of registration and full refund of the cost of the training/event.
- Application of registration payment to a future training/event within three months of the date of the canceled training/event.
- Transfer of payment to a future rescheduled training/event.

Registrants who do not show up for the scheduled training/event or cancel a registration less than five (5) business days will **NOT** qualify for a refund. All refund requests must be in writing and either emailed, mailed or hand delivered. Phone request will not be accepted. The refund will be refunded to the original credit/debit card used for the registration. Please allow five (5) to ten (10) business days for the refund to be placed back in your account.

- **EMAIL:** Please email refund request to: mmartinez@allianceforkids.org
- **MAILED:** 2340 Robinson Street, Colorado Springs, CO 80904
- **Hand delivered:** 2335 Robinson Street, Colorado Springs, CO 80904