



Purpose of the Policy

As a leader in the continuing education field, Trial Guides strives to provide the best available educational opportunities to our customers. Included in those opportunities are destination continuing education events. Several perils, including inclement weather, natural disasters, unusable venue space, or even the illness or injury of a primary speaker, may necessitate the cancellation of this event. This policy explains what steps Trial Guides will take should cancellation, rescheduling, relocation or primary speaker substitution of a destination event become necessary.

Substitution of Primary Speaker(s)

Prior to cancelling an event, Trial Guides will attempt to find a suitable replacement speaker.

Notification of Registered Attendees

As soon as is practicable, Trial Guides will notify all registered attendees of the decision to cancel, reschedule, relocate, or substitute a speaker at the destination event. Trial Guides will provide notice as soon as the necessity to cancel or reschedule becomes known to the Director of Continuing Education.

Ticket Sales

Trial Guides will immediately update the website, and if cancelled, stop selling tickets to the destination event.

Rescheduled Event / Substitution of Speaker

Whenever possible, Trial Guides will reschedule the destination event or provide a suitable alternative prior to cancelling the event. The event may be rescheduled in a different venue and/or at a different time and date.

Refunds

If a destination event is rescheduled or cancelled, Trial Guides will offer registered attendees a ticket to the rescheduled event at no additional charge or a credit of registration fee against the registration price of any other destination event held within six months of the cancelled or rescheduled destination event.

If a primary speaker is replaced and the registered attendee chooses not to attend, Trial Guides will offer a prorated refund based upon the following equation:

$$\frac{\text{Minutes of Instruction by Substitute Speaker}}{\text{Total Minutes of Instruction}} = \text{_____ \% of ticketed price} = \text{refund amount}$$

A “primary speaker” is the main featured speaker at the event. When there are two or more primary speakers, the event will not be cancelled if at least one of the primary speakers is able to attend.

Travel Expenses

Trial Guides will not be responsible for travel expenses incurred by attendees.