



Cancellation and Refund Policies: Educational Offerings

1 January 2022

Digital Training Courses / Webinars / Online Assets

Registration payments for online training products and events, **whether offered live or in pre-recorded form**, are generally not refundable. Exceptions:

- If the training product delivery system is down, or otherwise fails to transmit the purchased product. (Attendee bandwidth, connectivity, or device performance issues are not grounds for a refund, but the Company may choose to offer alternative forms of access, or a replacement credit for other courses.)
- If you pay/register for, but do not access any part of the training product or online asset, you can:
 - Cancel and get a 95% refund (5% covers the processing fees incurred for your payment and refund).
 - Cancel and apply 100% of your registration fees towards another CCL class.

In-Person Courses

For in-person instructional courses offered by Progressive GaitWays (such as the *Pediatric Serial Casting* seminars offered in Telluride, CO) our policies are as follows:

- In the event of unavoidable circumstances that prevent the scheduled Instructor from presenting a live course or event, we reserve the right to substitute a qualified Instructor in her/his place.
- If, after enrolling, you can't attend a live course or event, you may send another qualified professional clinician in your place who will commit to attending in your stead. However, Progressive GaitWays will not be responsible for any financial arrangements, refunds or exchanges between you and your replacement.
- If you cancel on or prior to 45 days before the course date, we will attempt to book a replacement attendee. If we can do so, we will refund 95% of your registration or deposit fees paid to date; if we cannot, we will retain up to \$500 of your fees paid to date, and refund the remainder. You may keep all pre-course materials.
- If you cancel on or prior to 30 days before the event/course start date, and you cannot find a suitable replacement, we will retain up to \$750.00 of your registration or deposit fees paid to date, refund the remainder, and terminate your account. You may keep all pre-course materials.
- If you cancel within 29 days of the course start, we will retain 50% (up to a maximum of

\$1000.00) of your paid registration or deposit fees and terminate your account. You may keep all pre-course materials.

- In the event Progressive GaitWays cancels a live course or event, any registration or housing fees or deposits may be fully refunded, or may be retained in whole or part as a credit for use in registering for a different course or event. In the event that you have a cancellation credit, we will give you two weeks' advance notice of future course dates, so that you have the chance to re-register before the courses are announced to the public.
- Progressive GaitWays is not responsible for any travel, lodging, or related expenses incurred by a registered attendee of a cancelled live event.

If we modify these policies for a specific course, or in response to specific circumstances, you will be notified prior to registration.