

## Cancellation and Refund Policy for Events

### Cancellation by Collaborative Classroom

Occasionally it is necessary to cancel or postpone an event. Collaborative Classroom reserves the right to cancel or postpone due to low enrollment, inclement weather, or any other circumstance which would make the event non-viable.

If we cancel the event, we will email you *at the email address you provided during registration* to inform you of the postponement or cancellation.

Registrants will be provided a choice of either: a full refund of the registration fee, or a transfer to another upcoming event date and location (space permitting)

### Cancellation by Participant

#### Transfer Policy:

Registrants may transfer the financial value of their registration to a co-worker at no penalty if **written notification is given** to [events@collaborativeclassroom.org](mailto:events@collaborativeclassroom.org) no fewer than **3 business days before the event date** – unless another deadline is specifically stated on registration materials.

#### Refund and Cancellation Policy:

Collaborative Classroom will issue refunds **up to 3 business days before the event date**. Please plan accordingly.

To cancel your registration and request a refund, **please notify us in writing no fewer than 3 business days before the event**.

Cancellations are accepted **via email at [events@collaborativeclassroom.org](mailto:events@collaborativeclassroom.org)** and must be received by the stated deadline.

In your email, please include *the name of the Collaborative Classroom event you registered for, the date of the event, your name and the email address you used when registering, and your school/district affiliation*.

Refunds will be credited back to the original credit card used for payment.

These above policies apply to all Collaborative Classroom institutes and virtual workshops, unless otherwise stated on registration materials. Please read individual event materials and invitations thoroughly for policies specific to each event.

### No-Shows

If you do not attend, for whatever reason, **without written notification to Collaborative Classroom no fewer than 3 business days before the event date**, your registration fee is subject to full forfeiture.

## **Need to Make a Change?**

Please inform us in writing by emailing [events@collaborativeclassroom.org](mailto:events@collaborativeclassroom.org) at your earliest convenience. You may also call us at 510-533-0213 ext. 316.

To ensure that we can quickly assist you, please provide the following information:

- the name of the Collaborative Classroom event you registered for
- the date of the event
- your name and the email address you used when registering
- your school/district affiliation

## **Questions?**

Please contact us at [events@collaborativeclassroom.org](mailto:events@collaborativeclassroom.org).

For answers to frequently asked questions, please visit [collaborativeclassroom.org/frequently-asked-questions-about-events/](https://collaborativeclassroom.org/frequently-asked-questions-about-events/).

