



The North Carolina Chapter of the  
Solid Waste Association of North America  
(NC SWANA)

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## TRAINING CANCELLATION & REFUND POLICY

**PRE-REGISTRATION IS REQUIRED. No onsite registration will be accepted.**

**REGISTRATION CANCELLATION:** If you need to cancel a registration, please submit your request by emailing NC SWANA, [coorbev@gmail.com](mailto:coorbev@gmail.com), at least 2 weeks before the training's start date. **A \$50 cancellation fee will apply. Absolutely no** refunds will be made without 2 weeks' notice prior to the beginning of the class.

**SUBSTITUTIONS** (one person replacing another) may be made. A substitution for the class person is registered for can be made at any time, even the day of the event, but the substitute must know the name of the person that they are replacing.

**TRANSFERRING TRAINING LOCATION:** If a registration needs to transfer from one training class to another, a refund will be provided if the request is made 2 weeks before the second class's due date. A new registration will need to be completed for the correct class. **A \$50 cancellation fee will apply. Absolutely no** refunds will be made without 2 weeks' notice prior to the beginning of the second class.

**IF A REFUND IS DUE**, it will be made in the manner of original payment – if the payment was by credit card, the refund will be credited back to the card used for the payment within 2 weeks after the training concludes. If the payment was by check the refund will be made by check (only after original check clears).

**CLASS CANCELLATION:**

If a class is cancelled due to lack of participation or instructor emergency – registrants will be notified by email and/or by phone. A full refund will be issued.