



# AGC San Diego Training Payment and Cancellation Policy

*By registering for a class/course, you are agreeing to the policies below:*

## **Payment Policy**

Payment must be received at the time of registration.

## **Cancellation Policy**

Cancellation requests must be received in writing at least 3 business days before the training. In those circumstances, registration fees will be refunded, minus a 5% processing fee. Cancellation requests received less than 3 business days before training cannot be refunded. The request must be sent in writing via email to [agcsdeducation@agcsd.org](mailto:agcsdeducation@agcsd.org).

## **Transfer Policy**

On an individually approved basis, registrants who must cancel enrollment due to extenuating circumstances may make **one transfer** of their registration to a future training session, provided the same course is already scheduled within one year of the prior class date. Any subsequent rescheduling of a class registration after the first occurrence must be requested in writing and may be granted by the AGC Education Department only after evaluation. Requests must be received in writing no later than 3 business days prior to class and delivered to [agcsdeducation@agcsd.org](mailto:agcsdeducation@agcsd.org). All transfers must be used towards the same class topic and same individual.

## **Substitution Policy**

Registered attendees who must cancel their participation may request a substitute to attend in their place at any time. The request must be sent in writing by the original registrant to [agcsdeducation@agcsd.org](mailto:agcsdeducation@agcsd.org) at least 24 hours before the class/course begins.

## **No Show Policy**

If registrant is a "no show" for a training class, the individual/company will be responsible for the entire course fee and will not be refunded or credited for a future training class.

## **Low Enrollment**

AGC San Diego reserves the right to reschedule or cancel any course within 48 hours of the scheduled date due to low enrollment. Contact person and attendee will be notified by email of any changes.

*This policy is effective as of June 8, 2023.*