

## ***NPMA CANCELLATION POLICY***

**Classroom and Certification Review Courses:** Cancellations must be received in writing 30 days prior to the first day of the course. A refund, equivalent to the member tuition rate less \$75 processing fee, will be granted through this date; no refunds will be granted for cancellations after this date. Substitutions (member/non-member rate applies) may be made by letter or email to membership@npma.org. Cancellation refunds do not apply to any course manuals once they have been shipped from the National Office. Registrants with pending payments 30 days prior to the first day of the course must guarantee payment or will be dropped from enrollment.

**Live Webinars:** Cancellations must be received at least two weeks prior to the Webinar. A full refund, less \$25 processing fee will be granted through this date, or the registrant may elect to receive a recorded version of the session after the Webinar has occurred. Substitutions (member/non-member rate applies) may be made by letter or email.

**Online Courses:** Access to online courses is for a limited time-frame. No refunds will be provided if the course is not taken by the participant. Students may make an appeal for re-access to the online course by submitting letter or e-mail to hq@npma.org. A decision on re-granting access will be made on a case-by-case basis.

**National Seminar:** Cancellations must be received in writing by 30 days prior to NES. A full refund, less \$75 processing fee will be granted through this date. Substitutions (member/non-member rate applies) may be made by letter or email.

**Regional or Chapter events:** Cancellation policies are determined by the individual Region or Chapter.

## ***NPMA PAYMENT POLICY***

**Classroom and Certification Review Courses:** If you selected a payment option other than Credit Card, you must either send your payment via check, or fax/mail/email a copy of an authorized purchase order to the NPMA Office at least six weeks prior to the first day of the course. Registrants with pending payments 30 days prior to the course must guarantee payment or will be dropped from enrollment.

**Live Webinars:** If you selected a payment option other than Credit Card, you must either send your payment via check, or fax/mail/email a copy of an authorized purchase order to the NPMA Office at least one week prior to the event in order to log on to the webinar.

**On Demand Courses & Webinars:** If you selected a payment option other than Credit Card, access to the course or webinar will be granted once payment is received.

**National Seminar:** If you selected a payment option other than Credit Card, you must either send your payment via check, or fax/mail/email a copy of an authorized purchase order to the NPMA Office at least six weeks prior to the first day of the course. Registrants with pending payments 30 days prior to the seminar must guarantee payment or will be dropped from enrollment.

**Other Fees:** Once a credit card is charged, a \$15 fee will be incurred to refund that card and charge a different card.