



## **2012 Education Cancellation Policy**

**CREDITS WILL NOT BE ISSUED FOR ANY CLASS IF CANCELLATION IS NOT CALLED OR FAXED INTO OAHCP OFFICE**

### **CMA CEU Update Classes:**

1. Payment required **BEFORE** class date.
2. Class cancelled **before** 10-day prior date, no cancellation fee.
3. Class cancelled **inside** 10-day prior date, refund minus \$10 cancellation fee.

### **All Other Education Classes: (Excluding Convention & Fall Fair)**

1. Payment required **BEFORE** class date.
2. Class cancelled **before** 10-days prior date, no cancellation fee.
3. Class cancelled **inside** 10-day prior date, credit minus cancellation fee.
  - Activities Directors or Social Services training (4 days) - \$65 member / \$75 non-member
  - Activities and Social Services Directors training (6 days) - \$85 member / \$95 non-member
  - CMA Certification (4 days) - \$60 member / \$70 non-member
  - CMA Advanced trainings - \$30 member / \$40 non-member
  - MDS RUGS IV (1 day) - \$25 member / \$30 non-member
  - MDS (2 day) - \$35 member / \$45 non-member
  - MDS (3 day) - \$50 member / \$60 non-member
  - QIS trainings - \$25 member / \$35 non-member
  - Restorative trainings - \$30 member / \$40 non-member

### **Convention / Fall Fair:**

**Payment required BEFORE class date.** Cancellations received up to 4 weeks of event date will receive a full credit less a \$25 per person administrative fee. Cancellations received up to 2 weeks of event date will receive a 50% credit. **Cancellations must be faxed or received in writing.** Registrants who fail to cancel and do not attend are responsible for the full registration fee; however a substitution may be sent at no additional cost. The registration desk must be notified of the substitution at the time of on-site registration.

A full refund will be granted for a registrant in the case of a medical emergency or death in the immediate family. **A written request for a refund explaining the reason is required before a refund will be granted.**

If a registrant is required to leave Convention or Fall Fair because of a federal/state survey, a credit will be prorated on the number of days attended. **A written request along with supporting documentation showing the date of the survey is required before a credit will be granted.** The registrant(s) must notify the convention registration desk and turn in their name badge(s).