Creating a Refund/Cancellation Policy

Your refund/cancellation policy must acknowledge cases of non-attendance by a registrant, and should also include:

- How a request for a refund/cancellation should be submitted (e.g., in writing, email, by phone).
- Your policy should clearly state how many days a registrant must notify you in advance in order to obtain a refund or cancel, and whether an administrative fee will be assessed.
- Specify the type of refunds you will provide (i.e., full refund, partial refund, no refund).
- Indicate the timeframe for issuing of refunds (e.g., 3-5 business days).