



Board Procedure
Training Event Refund Policy

This policy pertains to all Missouri APSE events that have a registration fee.

1. Cancellations and Refunds will be granted according to the following schedule:
 - a. Up to 2 weeks in advance: 100%, less an administrative processing fee;
 - b. Less than 2 weeks in advance, but up to 1 week prior to the event; 50%, less an administrative processing fee;
 - c. No refunds will be made for cancellations within five business days prior to the starting day of the event.
2. All refunds will incur a 10% administrative processing fee.
3. No refunds will be made for “No Shows”.
4. Substitutions are permitted up until the day of the event.
5. Cancellations may be made only by emailing the contact person on the event registration receipt and must be received by the cancellation deadlines listed above.
6. Substitutions may be made by emailing the contact on the event registration receipt (if prior to the event) or at the registration table the day of the event.
7. These refund policies will be made available on the APSE Website and when people are registering for events to ensure the policies are clearly known to registrants.

Adopted May 14, 2014

Reviewed by Board September 26, 2017