PROCEDURE: Cancellation of Course

EFFECTIVE DATE: July 1, 2019

UPDATED: June 2, 2020

1. Course funds and payments are non-refundable.
2. Under extreme circumstances, class funds may be transferred to a different course under the following conditions:
   a. The participant has an unforeseen emergency. The participants are required to inform CAC at UVU in a reasonable amount of time.
   b. The credit may be used for another CAC course, but it is the responsibility of the participant to contact the CAC within 90 days to register for different course.
   c. CAC will make an action log on the providers page stating that they had to cancel, and a make-up course must be scheduled within 90 days.
3. Courses may be cancelled by CAC under the following circumstance:
   a. Inclement weather that prevents safe travel.
   b. Unexpected University campus closure.
   c. Less than five participants enrolled in the course within 48 hours of the first session.
   d. Instructor has an emergency and no instructors are available to substitute.
4. The following steps will be followed when canceling a course.
   a. Contact Program Director for approval to cancel.
   b. Inform Professional Development (PD) Specialist from Office of Child Care (OCC).
   c. Update the training register with new training dates and times for each session.
   d. Update the calendar for the newsletter with new dates and times.
   e. Inform full-time staff of the changes to the course.
   f. Post a sign in the entry way and the classrooms with updated information about the course.
   g. Change information about the course on the shared office calendar in Outlook.
   h. If participants have registered for the course, contact each person individually and enter an action log with the pertinent information.
      i. If the course date has been changed, inform registered participants of the new dates.
ii. If the course has been cancelled, inform the participants that they can register for a different course at no charge. They must use this credit within 6 months of the cancelation.

iii. If a session is cancelled inform the participants, the date it is rescheduled.

i. If new dates work for the participants, an action log needs to be added to their provider account and register them for the new dates.

j. If the new dates do not work for the participants;

   i. Make add an action log with a note that they may register for a different course or session at no charge.

   ii. They must register for the new course within 6 months.