



## **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.