

HealthARCH Program Payment and Refund Policy:

PAYMENT IN FULL

Program registration fees must be paid in full at the time of registration.

PROGRAM CHANGES

HealthARCH reserves the right to modify, cancel or reschedule any program due to unforeseen circumstances. Registered attendees will be notified of cancellation in advance of the first day of the program. Registered attendees may request, 1) a full refund of monies paid, or 2) rescheduling (if the program will be available at a later date) as provided above. HealthARCH assumes no responsibility for expenses incurred in connection with attending the program including travel, meals or other related expenses outside of the program registration fees.

REFUNDS

HealthARCH provides full refunds less a processing fee of \$25 for registration cancellations made up until 10 business days (Monday – Friday excluding holidays) prior to the first day of the program. A partial refund of 75% is provided for registration cancellations made between 10 business days and 5 business days prior to the first day of the program. NO REFUNDS are provided for cancellations made within 5 business days of the first day of the program. All refunds are processed within 60 days of receipt.

SUBSTITUTIONS and RESCHEDULING

Substitutions (that is, assigning a paid registration to another individual for attendance of the same date of the program) must be requested in writing at least 5 business days prior to the first day of the program. Substitutions are not accepted within 5 business days of the program date and no refund will be given.

Rescheduling (that is, postponing the use of a paid registration to a future instance of the same program) is subject to availability and limited to future instances of the same program currently advertised on www.healtharch.org/events/ and occurring within six months of the original program date and within the same calendar year. Rescheduling must be requested at the latest 5 business days prior to the first day of the original program date. Timely requests for rescheduling will be considered on a first come first serve basis. Rescheduling within 5 business days of the original program date or following the original program date is not permitted and no refund will be provided. All registrations must be utilized within six months of purchase. Rescheduling and substitutions are subject to a processing fee of \$25.

CONTACT

All requests for refunds, cancellations, or rescheduling must be received in writing as outlined in the above policies by contacting HealthARCH Events at: healtharchinfo@ucf.edu. For any other questions or additional information, you may contact HealthARCH Events directly by telephone during regular business hours (M-F 8:00am - 5:00pm EST) at 407-266-4000.