Policy: CME Program - Cancellations and Refunds

Purpose: This policy provides guidelines for managing cancellations and refunds associated with PNWU’s sponsored CME activity registration and ticketed events.

Policy: PNWU reserves the right to cancel CME activities and is not responsible for any losses incurred by registrants including, but not limited to, airline charges or hotel deposits. Registrants may or may not be eligible for refunds or credit, depending on the cancellation situation, as outlined in the procedures listed below. Although it is rarely necessary, PNWU reserves the right to modify speakers and subject matter.

Definitions: N/A

Procedure:
1. CME activity registration fees should be made payable to Pacific Northwest University of Health Sciences.
2. Charges for insufficient funds will be the responsibility of the registrant.
3. If a CME activity is cancelled by PNWU, registrants will be notified.
   a. Efforts will be made to alert registrants at least 30 days prior to the start of the activity, when possible.
   b. Registrants will receive a full refund, allowing up to four weeks for delivery.
4. If a registrant requests to cancel participation in a CME activity:
   a. Participants may receive an 85 percent refund of their registration fee if their notification is received by PNWU at least 21 days prior to the activity start date.
   b. If PNWU receives notification in 20 days or less, prior to the activity start date, then participants may transfer 85 percent of their registration fee to another PNWU CME activity to be offered within the next 12 months.
   c. Registrants who fail to appear may transfer 50 percent of their registration fee to another PNWU CME activity to be offered within the next 12 months.
5. Registered participants should notify PNWU of cancellations using any the following means:
   a. Telephone: 509-249-7786
   b. Email: cfreeman@pnwu.org
   c. Fax: 509-249-7799
   d. Mail: PNWU, Attn: CME Director, 200 University Parkway, Yakima, WA 98901

Related Documents:
- Policy: CME Program - Grievances