



## **Cancellations, Substitutions & General Terms**

- PIA reserves the right to cancel programs for insufficient registration and will give as much notice as possible.
- Dates, locations and registration fees are subject to change. Participants will be promptly notified of changes.
- This policy applies to our public/classroom courses, live webinars, conferences, and conventions (unless noted on a specific program).
- Cancellations or requests to transfer or substitute must be submitted in writing.
- Cancellations or transfers received more than 10 days before the start of a course are fully refundable or transferable.
- Cancellations within 10 days of the course are subject to a 20% penalty (additional fees may apply for licensing-study courses).
- Substitutions for courses are honored at any time.
- No shows will result in forfeiture of the entire registration fee.
- In accordance with Title III of the Americans with Disabilities Act, we ask registrants to advise us when registering with disabilities, as well as any necessary accommodations.