Child Care Resource & Referral, Inc. (CCR&R) Training & Registration Policies - Revised 6/4/26

By completing the registration process for a CCR&R training, you are acknowledging and agreeing to all CCR&R policies, terms, and conditions. Please review the information below carefully.

Registration:

Incomplete or abandoned registrations will not be accepted. Registration is only considered complete once:

- You have submitted the online registration form
- All applicable fees have been paid in full
- You have received a receipt or confirmation email from CCR&R

Participant's Responsibility:

All participants are expected to meet the following responsibilities:

- **Know your schedule:** It is your responsibility to remember the date(s), time(s), and location of your training.
- **Attend all required sessions:** Full attendance is mandatory. Participants who fail to attend all required sessions will not receive credit for the training.
- **Complete all coursework:** All required assignments and activities must be completed successfully and submitted by the deadline. Participants who fail to meet coursework requirements will not receive credit for the training.
- **Prepare materials:** For virtual or online trainings, participants must download and print any required handouts or materials in advance, as instructed.
- **Meet technology requirements:** For virtual or online courses, participants must have reliable internet access and a computer, laptop, or tablet equipped with audio and video capabilities.

- **Maintain professionalism:** Participants are expected to treat instructors and fellow attendees with professionalism and respect. Disruptive or disrespectful behavior will not be tolerated. Individuals who are asked to leave due to such behavior will not receive a refund or credit for the training.
- **Limit electronic device use:** During in-person trainings, the use of cell phones or other electronic devices (e.g., tablets, recording devices) is not permitted, except in emergency situations.
- **No guests permitted:** Children, animals, or visitors are not allowed during in-person sessions. If you require the assistance of a translator or a service animal, please inform your instructor in advance.
- **Request accommodations as needed:** CCR&R is committed to supporting all participants. If you require accommodations or support (e.g., additional materials, technical assistance, activity modifications), please contact your instructor before your training begins to discuss how your needs can be met.

Refunds, Cancellations, and Changes:

- **Cancellation by CCR&R:** Full refunds <u>will be</u> issued if CCR&R cancels the training. In these cases, registrants will be contacted via phone and/or email for notification and refund details. CCR&R reserves the right to cancel or reschedule training due to low enrollment. A decision will be made at least 72 hours (3 business days) prior to the scheduled start date.
- **Cancellation by Participant:** If a registrant is unable to attend a training, a 75% refund will be issued if notice of cancellation is received at least 72 hours (3 days) before the scheduled training date. **No refunds will be issued for cancellations received less than 72 hours (3 days) before the training date.**
    - In lieu of cancellation, registrants may:
        - Transfer their registration to another individual who can attend in their place, or transfer to the next offering of the training, subject to availability.
- **Participant non-attendance or incomplete coursework:** Refunds <u>will no</u>t be issued to participants who fail to attend the training sessions or who do not successfully complete all coursework by the deadline.
- **Changes to training location:** CCR&R may change the location of a course or training if necessary. Any location changes will be communicated to registered participants via email and/or phone.