



Child Care Resource & Referral, Inc. (CCR&R) Training & Registration Policies

Revised 7/16/24

When you complete registration for a CCR&R course or training, you are agreeing to CCR&R's policies, terms, and conditions. Please review them carefully below.

Registration:

- Registrations that are pending or abandoned are not accepted as a complete registration. All fees must be paid in full before the registration is approved and complete. You should consider yourself completely registered for a course or training once you submit your online registration form, applicable fees, and you have received a confirmation email from CCR&R. Course and training spots are limited, so register early.

Participant's Responsibility:

- Remember the date(s), time(s), and place for the course or training
- Attend all required meeting date(s) and time(s) for the course or training. Students who do not attend as required will not pass or complete the course or training.
- Complete all required coursework successfully by the deadline. Students who do not successfully complete all coursework as required will not pass or complete the course or training.
- Print all handouts and materials as required for a virtual or online course or training
- Reliable internet access and a computer, laptop, or tablet with audio and video capabilities to be able to participate in a virtual or online course or training
- Professional and courteous respect for the instructor and fellow participants. **Disruptive and disrespectful participants will be asked to leave the course or training and will not receive any refunds or credit.**
- No use of an electronic device during an in-person course or training (Ex: cell phone, tablets, recording device, etc.). Usage of cell phones should be for emergencies only.
- No children, animals, or visitors with you during an in-person course or training. Please notify your instructor if a translator or service animal is assisting you.
- Inform your instructor of any support or modifications needed. CCR&R strives to support all participant's diverse needs, so we encourage you to meet with your instructor prior to the course or training to discuss your needs and how they can best be met. (Ex: virtual or online technical assistance, additional materials and resources, modifications to activities, etc.)

Changes, Cancellations, and Refunds:

- Refunds ARE given if CCR&R cancels the course or training. In these incidences, registrants will be contacted via phone call and/or email to confirm refund information.
- Refunds are NOT given to participants who did not attend required course or training meeting date(s) and time(s) or who did not successfully complete required coursework by the deadline
- CCR&R reserves the right to cancel or reschedule a class at any time due to low enrollment. Our agency will determine 48 hours (2 business days) before the start date if it has met the minimum capacity to run the course or training. If that occurs, registrants will be notified via email and/or phone call.
- If necessary, CCR&R reserves the right to change the location of a course or training at any time. If that occurs, registrants will be notified via email and/or phone call.