



Illinois Fire Inspectors Association

Policy: 15-02 Class Reimbursement and Cancellation

Purpose:

To state the policy for class refunds, reimbursements, and cancellations of IFIA events.

Statement of Policy:

The purpose of this policy is to state the handling of situations concerning the registration, cancellation, refunds, or transfers of IFIA training courses and mini-seminars.

Registration and Cancellation

Payment information must be included with each registration.

Upon student acceptance to a multiple session class, such as the OSFM certification classes, the office will notify the student that all emergency cancellations will be made on Facebook, the IFIA website, text messages, and other media as possible.

Students to any multiple session class will be reminded on the first day of class of the cancellation notification procedures.

Reimbursements

1. If a program is cancelled by the IFIA, a full refund will be made to the registered party.
2. If the attendee registers and does not attend the event, or leaves the class once it has begun, the full advertised amount is due the IFIA.
3. Any registration cancelled 7 days or less from the start of the class will be assessed 50% of the class registration fee billed to the student registered.
4. No further registrations from students billed for cancellations will be allowed until all class fees in arrearage are paid.
5. Class registrations may be transferred to other classes scheduled provided that seating vacancies exist. All transfers must be requested at least 7 days prior to the start of a class.
6. In the event of extenuating circumstances, such as a death in the immediate family, a case-by-case determination will be made by the Executive Director

For special events, such as conferences, the registration form will dictate the date when no refunds will be given. In the absence of that, the following guideline applies:

- A. Full refunds will be given with a minimum of 15 days' notice.
- B. Partial refunds of 50% will be given with 6 – 14 days' notice.
- C. No refunds given less than 5 days

Instructors

As soon as an assigned instructor finds that they are unable to make their scheduled class, they shall notify the office, the Certification Chair, and/or a Board member as soon as possible.

In the event a replacement instructor cannot be found, the office will post that a class cancellation has occurred. Additional information regarding makeup, if known, can also be posted.

If an instructor has an uncertainty about making a scheduled class, the instructor should notify the office or Board member so a contingency plan can be made.

Appeals

Any assessment stated in this policy may be appealed to the IFIA Board of Directors.