

# Lifetime Assistance

## **Cancellation Policy**

Cancellations for all courses must be received at least 48 business hours before the start of the training. When there are multiple training days, cancellation notification must be sent at least 48 business hours prior to the start of the first date of the training. Canceling participants will receive a full refund of the training fee when the above criterion has been met. Cancellations must be received in writing via email to [whitney.macintyre@lifetimeassistance.org](mailto:whitney.macintyre@lifetimeassistance.org) or fax (585)429-4656 , Attn. Training Dept. No refunds will be made for requests received after that time. Please allow 2-4 weeks for processing. Registrants who cancel will not have access, under any circumstances, to event/training materials.

## **I Wish to Have a Colleague Take My Place**

All substitutions or name changes should be received by us at least 24 business hours before the start of the training. No refunds are given for substitutions or names changes as a participant will still be occupying a position on the list of registrants.

## **Training Cancelled by Lifetime Assistance, Inc.**

### *In Case of Inclement Weather*

In case of inclement weather, please call Whitney MacIntyre, Coordinator of Staff Development and Training at (585) 784-3110 after 7:30am. If the class has been cancelled, there will be a recorded message indicating the cancellation and giving instructions for re-scheduling. If there is no message, then class will meet as scheduled.

### *Insufficient Registration*

Classes with insufficient registration may be subject to cancellation. If so, registrants will be notified at least 48 business hours prior to scheduled training date and given a priority status for re-registration in another class.

### *Emergency Cancellation*

In certain instances (e.g. trainer illness, etc.) it may be necessary for Lifetime Assistance, Inc. to call for an emergency cancellation. In the event of emergency cancellations, registrants will be contacted immediately by phone, email, and/or fax and will be provided with information and instructions for re-scheduling.