

HPC COMPANY POLICIES REGARDING LIVE COURSE REFUNDS/CREDITS

1. COVID-19 PANDEMIC

a. Course Cancellation by HPC due to COVID-19 Pandemic

During the COVID-19 pandemic, HPC will follow guidance issued by local public health officials to conduct each course safely. HPC will comply with all local regulations and if local policy decisions require course cancellation, customers will be issued a full refund or credit toward a future course. If a refund is requested, progress through the HPC online course will be reviewed by HPC staff and the full credit will be reduced by an amount determined by the customer's percentage of completion of the online course. Hospital Procedures Consultants is **NOT** responsible for any registrant travel or accommodation expenses.

b. Customers with COVID-19 symptoms immediately prior to course

Customers who have symptoms consistent with COVID-19 at the time of the course should not attend the course. HPC will offer a 100% credit towards a future course (minus a \$100 processing fee) with documentation on official letterhead from the customer's employer, the customer's department director or the hospital infection control officer that states the customer is in quarantine.

c. Customers with recent COVID-19 symptoms who wish to attend the course.

Customers who have had recent symptoms consistent with COVID-19 may only attend the course with documentation of a negative COVID test within 72 hours of the first day of the course.

2. COURSE CANCELLATION POLICY

a. Cancellations 30 days or more prior to a course

Customers are entitled to a refund of the registration amount **minus a \$100 processing fee** or 100% credit towards a future course.

b. Cancellations 15-29 days prior to a course

Customers are entitled to a **50% refund** of the registration amount **minus a \$100 processing fee** or a **75% credit** towards a future course .

c. Cancellations 8-14 days prior to a course

Customers are entitled to a **25% refund** of the registration amount **minus a \$100 processing fee** or a **50% credit** towards a future course .

d. Cancellations less than 7 days prior to a course

No refunds or credits will be given.

e. In the event of an emergency involving death or hospitalization of student or an immediate family member (accompanied by supporting documentation)

HPC will offer 100% credit towards a future course (**minus a \$100 processing fee**) in the event of an emergency which includes the **hospitalization of a student or death of an immediate family member (spouse or children only) during the week prior to a course**. Any other illness or injury will be treated according to our standard cancellation policies. HPC does not provide credit or refunds because of natural disasters, weather-related problems or travel-related delays that are out of our control. To obtain future course credit, please email our company supporting documentation of the above-mentioned emergencies.

f. Cancellations must be made in writing and by phone

Cancellation can be made by email, fax, or direct mail **and** must be confirmed over the phone. If direct mail is used, the date the notice is received by the HPC staff determines the category of cancellation as above.

g. Cancellation of Courses

If HPC cancels a course, a full refund of the registration amount will be issued. Hospital Procedures Consultants is **NOT** responsible for any registrant travel or accommodation expenses.