



## **Cancellation/Reschedule Policy**

Classes are scheduled at least one month in advance. Care About Childcare USU Eastern makes every effort to honor the dates scheduled and does not anticipate any change in courses. However, trainings may be cancelled or changed based on lack of enrollment, availability of trainer, problems with location, weather conditions, or public health and safety concerns.

- In-person scheduled classes must have at least 3 registered participants for it to be held. In-person classes with less than 3 participants will be cancelled.
- Virtual scheduled classes must have at least 10 registered participants for it to be held. (Exceptions may be made as determined by Care About Childcare staff to fulfill needs of cohorts).
- When a class is cancelled due to low enrollment, participants will be notified by Care About Childcare staff and a refund will be issued.
- If a trainer is unable to teach a previously scheduled class we will make every effort to continue class with a substitute instructor before changing the date.
- Classes may be cancelled or rescheduled due to health, safety, and weather concerns. Because these events are unforeseen, all participants will be contacted as soon as possible. Classes will be rescheduled once the safety concern is resolved.
- All class changes must be approved by our office and all participants must be contacted. The new date should not cause a hardship for trainer or participant. Every effort will be made to identify dates that accommodate everyone.
- When a participant cancels a course prior to the beginning of the first session and has notified Care About Childcare, a refund will be issued.