

## CANCELLATION GUIDELINES

### **Inclement Weather**

The ESC of Lake Erie West's policy is that when the Alternate Learning Center (ALC) is closed due to inclement weather, any workshop sponsored by the ESC of Lake Erie West taking place during the day will be canceled. Late afternoon/evening events sometimes proceed if weather conditions improve during the day. Decisions on those events are made by 2:00 p.m.

Events at the Conference Center sponsored by other organizations sometimes proceed despite inclement weather.

Whenever possible, all cancellations will be posted on the ESC of Lake Erie West's website. Questions should be directed to 419.246.3079.

### **Low Enrollment**

The ESC of Lake Erie West reserves the right to cancel workshops based on low enrollment. Notification of cancellations will be sent via e-mail to registered participants and posted on the ESC of Lake Erie West's website. A canceled session may be replaced with a new session. It is the responsibility of the participant to register for the new session.

### **Workshop Fees**

Registration fees are specified in the description of the individual workshop. Workshop fees are set to cover the costs of workshop materials and presenters. Workshops for ODE initiatives follow state guidelines for registration fees.

### **Refunds**

If the ESC of Lake Erie West cancels a session due to inclement weather or low enrollment, registered participants will be given the opportunity to receive a full refund or registration in a replacement session.

If a registered participant wishes to cancel their registration prior to a session, full refunds will be given for cancellations submitted at least seven (7) business days prior to the workshop. Cancellation is effective on the date it is submitted. See cancellation contact information below.

All registered participants will be billed for their registration fee even if they do not attend.

No refunds will be offered to "no shows" except in the case of an emergency. Notify the ESC as soon as possible as to the nature of the emergency and your need to cancel your registration.

If the professional development is for a workshop series spread over multiple weeks, refunds will be offered only if the registered participant cancels before the second session.

All refunds for cancellations that take place in the seven business days before the workshop will be subject to a \$15 cancellation fee **and** the costs of any materials/supplies/books/meals purchased specifically for a session participant which cannot be cancelled.

Submit cancellation information to: Elaine Robinson, ESC of Lake Erie West, Collingwood Center, 2775 Collingwood Boulevard, Toledo OH 43620 or call 419-246-3079 or e-mail [erobinson@eslakeeriewest.org](mailto:erobinson@eslakeeriewest.org)