



Course Rescheduling and Cancellation Policy

If I need to cancel or reschedule training:

Although I hope that each training session will go forward without a hitch, realism says otherwise. Therefore, I cannot guarantee that training courses will not be affected by calamities such as inclement weather, lack of site access, high flows, illness or other safety-related or personal reasons. Therefore, I reserve the right to cancel any in-person, live webcast, or field course. In addition, if fewer than five participants are registered for a course offering within 10 business days of the scheduled course, the course may be cancelled at my discretion.

If a course is cancelled prior to the **Day 1 classroom/field session**, I will provide you with the option to either receive a full refund or participate in a future training session. If you are unable to attend a future event within one year of the scheduled course offering, a full refund will be issued.

If the **Day 2 field/testing portion** of the class must be postponed, we will re-schedule the Day 2 offering or register you into Day 2 for a future course offering convenient for you. If you are unable to attend a future event within one year of the scheduled course offering, a refund of fifty percent of the course fee will be issued.

I will make every attempt via email, text, or voice call to notify you of any course schedule changes at the earliest possible moment.

If you need to send a substitute, cancel, or reschedule training:

1. If you wish to substitute a different person to take your place at any time prior to the course, that is perfectly acceptable. Please notify me of any substitutions as soon as practicable so that my records are up to date.
2. If you need to cancel or reschedule your attendance of a course, the following refund or rescheduling policy will be followed based upon when you notify me of the change of plans:
 - If notification is received more than 10 business days of the scheduled course offering, I will provide you with the option to either receive a full refund minus any credit card or banking handling fees or participate in a future training session with no rescheduling fee. If you are unable to attend a future event within one year of the scheduled course offering, a full refund minus any credit card or banking handling fees will be issued.
 - If notification is received between 5 and 10 business days of the scheduled course offering, you can reschedule for a future course offering subject to a 15 percent change fee. If you decide to cancel altogether or are unable to attend a future event within one year of the scheduled course offering, a refund of fifty percent of the course fee will be issued minus any credit card or banking handling fees.
 - If notification is received less than 5 business days of the scheduled course offering or while the course is in session, you can reschedule for a future course offering subject to a 30 percent change fee. If you decide to cancel altogether or are unable to attend a future event within one year of the scheduled course offering, a refund of twenty five percent of the course fee will be issued minus any credit card or banking handling fees.

I have an expectation that you will make every effort to notify me of cancellation or the need to reschedule at the earliest possible moment. I may be able to work with you to provide higher than specified refunds or to re-schedule without penalty on a case-by-case basis, **but this will be at my discretion**. Please contact me to see if accommodations can be made. In all circumstances, I reserve the right to require that the conditions stated above be followed.

Note regarding incidental costs if training is rescheduled or canceled:

I take no responsibility for any additional costs you incur related to course rescheduling or cancellation, such as airline tickets, hotel rooms, car rental, equipment, medical expenses, etc. regardless of whether the change is initiated by you or me. If the risk of potential incidental costs related to cancellations are of concern to you, I encourage you to consider the purchase of travel insurance to cover the costs of cancellation fees, airfare, and other non-refundable expenses in the event that a course is cancelled or postponed, or if something prevents you from attending the course.

How refunds will be provided:

All refunds that I issue will be paid to you **via check** sent to the address you provide me via the US Postal Service. Refunds to credit card accounts **will not** be provided. Refunds will be provided within 30 days of the date that you make the request according to the rates described above. I take no responsibility for delivery if an incorrect address is provided at registration. Please email, text, or call me if your refund is not received in a timely manner and I will make it right.

How to reach me:

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