

## EVENT POLICIES FOR GROUP LIVE AND GROUP INTERNET EVENTS

Last updated September 26, 2020

### REFUND/CANCELLATION POLICY

1. Advance event registration is facilitated through the ERM Initiative website.  
An event contact shall be established and communicated for each event.
2. Advance registration confirmation shall be provided to each registrant by way of e-mail to the address noted in the registration.
3. In case of program cancellation by the ERM Initiative, all registered participants will be contacted via-email with at least two weeks' notice. Registration fees will be refunded to all participants.
4. **GROUP LIVE CANCELLATION:** If written cancellation requests are received by 5:00 PM Eastern time, twenty-one (21) days or more **PRECEEDING** the date of the event, **the registration fee will be refunded less a \$50 processing fee.**
  - a. Due to financial obligations incurred by the ERM Initiative, a credit voucher equal to 50% of the registration fee will be issued for written requests received by 5:00 PM Eastern time, seven (7) days **PRECEEDING** the date of the event.
    - i. Credit vouchers can be applied towards future ERM Initiative events within 12 months of the cancellation.
  - b. **No refunds or credits** will be issued for written cancellation requests received **after 5:00 PM Eastern time within seven (7) days PRECEEDING** the date of the event.
5. **GROUP INTERNET CANCELLATION:** If written cancellation requests are received by 5:00 PM Eastern time, seven (7) days or more **PRECEEDING** the date of the event, **the registration fee will be refunded less a \$50 processing fee.**
  - a. A credit voucher equal to 50% of the registration fee will be issued if a cancellation request is made within one (1) to six (6) days **PRECEEDING** the date of the event.
    - i. Credit vouchers can be applied towards future ERM Initiative events within 12 months of the cancellation.
  - b. **No refunds or credits** will be issued for written cancellation requests received **on the day of the event.**
6. **REFUNDS** shall only be given if one of the following conditions is satisfied:
  - a. **FULL REFUND:** A registrant has prepaid for an event that is cancelled by the Initiative for any reason (speaker issues/conflicts, unexpected low attendance #s, etc.). **NOTE:** All other costs (exchange rate fees, airfare, etc.) incurred by the registrant for the event are the responsibility of the registrant with no additional refunds from the ERM Initiative.
  - b. A registrant cancels his/her intentions to attend in accordance with terms noted above in items #4 and #5 above less the \$50 processing fee.
  - c. **Any cancellations and/or event changes will be communicate to the registrant via contact information provided.**
7. **WALKINS/LAST MINUTE REGISTRATIONS:**

**GROUP LIVE:** Unless otherwise noted in the event registration materials, walk-ins who have not pre-registered for the event may be denied access to events based on location restrictions and availability of materials.

**GROUP INTERNET:** Registrations will be accepted up to 24 hours prior to the start of the event. Registrations will not be accepted afterwards.
8. For **GROUP LIVE** events, all registrants must check in at the event registration table upon arrival at the event.
9. **SUBSTITUTIONS:** Registrants may provide a substitution, subject to the following:
  - a. Substitutes must be for the same event.For **GROUP LIVE:** If the substitution is made on the day of the event, the substitute must communicate this at the check-in table.

**REFUND/CANCELLATION POLICY *continued***

10. **EVENT PAYMENT METHODS**: Participants must pay in advance by credit card (facilitated by the [HigherOne registration site](#)) or check prior to entering the event. Participants not paying via one of these methods may be denied entrance to the event. If a check is returned due to insufficient funds, the associated bank fee charged to the ERM Initiative will be included with the unpaid balance billed to the registrant. Invoices can be requested and sent to registrants prior to the day of the event.
11. **NO SHOWS** for either Group Live or Group Internet:
  - a. **PAID EVENTS**: Registrants who do not attend, do not cancel in accordance with the policies outlined in this document, or do not provide a substitution before the deadlines referenced above are deemed “No Shows” and remain responsible for the full registration fees. No refunds or credit voucher will be processed.
  - b. **FREE EVENTS**: If a Registrant does not attend, cancels in accordance with the policies outlined in this document, or provides a substitution before the deadline for an event free of charge to participants are deemed “No Shows”.
  - c. “No Shows” may not apply registration fee charges to a future event.
12. Registrants who maintain unpaid event fees may be subject to either or both of the following until charges are settled:
  - a. Denial of entrance to subsequent events.
  - b. Withholding of CPE certificate

**RECORD RETENTION POLICY**

The record retention policy of the NC State University Executive Education LLC follows the NASBA, Administrative Policies Guidance in accordance with Standard No. 24.

[https://www.nasbaregistry.org/\\_media/Documents/RegistryPolicies/Administrative-Policies.pdf](https://www.nasbaregistry.org/_media/Documents/RegistryPolicies/Administrative-Policies.pdf)

Per NASBA, the following records will be retained for five years after the date of the course:

- Records of participation, including attendance verifications throughout the program.
- Dates and location of program offerings.
- Author/instructor, author/developer and reviewer names and credentials.
- Number of CPE credits earned by participants
- Results of program evaluations
- Program descriptive materials, such as course announcement information.

**COMPLAINT RESOLUTION POLICY**

Please submit program feedback and complaints to [erm\\_initiative@ncsu.edu](mailto:erm_initiative@ncsu.edu). Program feedback and complaints will be reviewed by the **Program Manager, Thuy Nguyen and discussed with Mark Beasley, Director** to determine an appropriate resolution in a timely manner.

**COURSE UPDATE POLICY**

The ERM Initiative faculty, along with the ERM Advisory Board, review current trends, recent research and thought leadership to update and develop new programs. Courses are regularly offered and updated, at least every two years. Changes are also incorporated based on participant feedback from course evaluations. Thus, reasonable updates are made for all courses.