

IEE'S REGISTRATION AND REFUND POLICY

Registration:

Pre-registration and payment are required to hold placement and confirm your attendance for all classes at IEE. The student is responsible for all charges incurred by the Institute for Environmental Education (IEE), including any collection costs associated with non-payment.

Withdrawal/Cancellation/Refunds/Postponement

Changes & Cancellations for Online Courses:

Whether the course is partially online or completely provided online as an eLearning course, all sales are final, and refunds are not issued.

Changes & Cancellations for In-Person Courses:

Registrants who wish to cancel or withdraw from a course must notify IEE in writing (fax to (978) 658-5435 or email to registrar@ieetrains.com) and be received (not postmarked) by IEE at least five (5) business days prior to the start of the course. Upon confirmation of the notification being received according to the above, **a refund minus 6% or \$25 whichever is more** for administrative cancellation/change fee will be charged. **Withdrawals or cancellations received within five (5) business days prior to the start of the course are non-refundable.**

Non-payment of fees and/or no-shows does not constitute "withdrawal" or "cancellation". No-shows will be charged the full tuition fee. No refunds will be provided for withdrawals after the course begins.

Registrants may substitute another participant at any time prior to the start of the course for no additional fee. Please contact IEE as soon as possible for substitutions.

Changes & Cancellations for Contracted Courses:

Companies who sign a contract for training course(s) who wish to cancel the contract must notify IEE in writing (fax to (978) 658-5435 or email to registrar@ieetrains.com) and be received (not postmarked) by IEE at least five (5) business days prior to the start of the course. Upon confirmation of the notification being received according to the above, a refund minus \$300 administrative cancellation/change fee will be charged. Cancellations received less than five (5) business days prior to the course start date are subject to a 30% cancellation fee.

Changes & Cancellations for Product Purchases:

Products and supplies which are unused and in their original packaging, may be returned within 15 calendar days of the sale subject to a 15% restocking fee. Shipping and handling charges are not refundable. There is no refund for items used or returned more than 15 days from the date of the sale.

Changes & Cancellations by IEE:

IEE reserves the right to change instructors at its sole discretion without providing notice to you. No section of these Terms will be affected by a change of instructor, nor will refunds be granted in the event of a change of instructor.

IEE reserves the right to cancel or postpone courses due to low enrollment, or other unforeseen circumstances (illness, weather, etc.). In these rare instances, your registration will be refunded in full. IEE is not responsible for travel expenses incurred by the participant in the event of a course cancellation or postponement. If you are preregistered, IEE will attempt to notify you should a course be rescheduled or cancelled. Please ensure that IEE has your full contact information in case this happens.