



Re-Authorization Facilitator Workshop Transfer/Refund Policy:

If for any reason you are unable to attend the workshop you have registered for, you are entitled to one transfer to another workshop date, free of charge. To qualify for this offer, you must provide a minimum of one week's notice prior to the original workshop date, subject to availability.

Any change requests received within 48 hours of the scheduled workshop date will have an administrative fee of \$50 to make the necessary change. Refunds will not be provided for cancellations made within 48 hours of the workshop date. If a current facilitator transfers to a reauthorization workshop date after August, the participant will be responsible for paying the difference in the workshop price (\$150). Refunds will not be made if you do not attend your scheduled workshop without any form of notification. To request a transfer, please contact our customer service team (facilitatorsupport@D2L.org). We will do our best to accommodate your request and provide you with available options. We appreciate your commitment to protecting children!

NEW Facilitator Workshop Transfer/Refund Policy:

If for any reason you are unable to attend the workshop you have registered for, you are entitled to one transfer to another workshop date, free of charge. To qualify for this offer, you must provide a minimum of one week's notice prior to the original workshop date, subject to availability.

Any change requests received within 48 hours of the scheduled workshop date will have an administrative fee of \$50 to make the necessary change. Refunds will not be provided for cancellations made within 48 hours of the workshop date. Refunds will not be made if you do not attend your scheduled workshop without any form of notification. To request a transfer, please contact our customer service team (facilitatorsupport@D2L.org). We will do our best to accommodate your request and provide you with available options. We appreciate your commitment to protecting children!



Charge	Reason
\$50	Transferring workshop registration within 48 hours
\$150	Transferring workshop registration beyond the Early Bird discount rate
\$200	Transferring workshop registration within 48 hours & beyond the Early Bird discount rate (September – December Workshops)

Extenuating Circumstances Waiving \$50 Administrative Fee
<ul style="list-style-type: none"> • Unexpected Illness (unable to attend the virtual event) <ul style="list-style-type: none"> ○ Includes children or caregiving responsibilities that require the workshop attendee to be unable to participate. • Work Emergency <ul style="list-style-type: none"> ○ Examples <ul style="list-style-type: none"> ▪ Patient or Client life-threatening Emergency ▪ Last minute/Unexpected court appearance • Personal/Familial Emergency <ul style="list-style-type: none"> ○ Examples <ul style="list-style-type: none"> ▪ Life-Threatening Emergency ▪ Death of a family member • Jury Duty