



## Refund Policy for Training Classes

### **PURPOSE**

1. To provide for proper handling of participants' payments for training and to facilitate refunds in the case of an overpayment, error or cancellation by the Healthy Start Coalition of Miami-Dade, Inc. (HSCMD)

### **PROCEDURE**

The following reflects payments and refunds for training with HSCMD:

1. An initial deposit is required to reserve a seat at applicable trainings sponsored by HSCMD.
2. Payment is to be received in full prior to commencement of training.
3. If full payment is not received prior to training commencement, the participant will not be allowed to attend the training.
4. Non-attendance will incur full cost of training.
5. Within five (5) business days prior to the training, the participant may find a substitute for his/her space. Participant must notify HSCMD in writing of any changes. Discounts are non-transferrable.
6. If a participant does not complete the training or obtain certification within the designated time frame, the full cost of the training is forfeited by the participant.
7. In exceptional circumstances, special consideration may be requested in writing. Any request for special consideration will be at the sole discretion of HSCMD.

### **CONDITIONS OF REFUNDS**

Refunds must be requested in writing to the HSCMD up to five (5) days prior to training. HSCMD will provide refunds for the following circumstances:

1. When a participant seeks a refund on the basis of an incorrect charge being processed by HSCMD.
2. When HSCMD cancels the training due to a declared emergency and training not being offered any time soon.

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[www.hscmd.org](http://www.hscmd.org)



## PROCESS OF REFUNDS

1. All requests for refund will be processed on an individual basis.
2. Refunds will be approved by the designated staff of HSCMD.
3. All refunds are subject to a **\$25 processing fee**.
4. The Finance Department will process refund request within 30 days from the day of receipt and approval by the designated staff at HSCMD.
5. Issues with regard to refund payment are to be handled at the first available opportunity and directed to the Chief Executive Officer at HSCMD.

## SPECIAL PROVISIONS

1. HSCMD's Refund Policy is to be clearly disseminated to prospective participants prior to training.
2. HSCMD makes continuing efforts to avoid incorrect dates or locations, omissions and typographical errors. From time to time, mistakes may occur. In such an event, HSCMD does not assume any responsibility for mistakes, and is in no way responsible for any consequential expenses or damages.
3. Travel, lodging, meals, and snacks are the participant's responsibility.
4. All participants should seek information about how training competency verification certification relates to employment in their community.
5. Babies and Children will not be admitted to the teaching room except with written approval from the Chief Executive Officer at HSCMD. Please call for the full policy.

HSCMD reserves the right to amend this Refund Policy; a copy of the most current Refund Policy will be posted on our website at [www.hscmd.org](http://www.hscmd.org). If you have any questions about this Refund Policy, you may contact us at 305-541-0210 or email us at [training@hscmd.org](mailto:training@hscmd.org).

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Healthy Start Coalition of Miami-Dade



HSCMD