

CALS Program Payment, Refund, and Transfer Policy

Payment:

1. If registering on line or by phone (612-624-5901)-payment is expected at time of registration.
2. If the hospital is registering and paying for multiple staff, invoices will be sent to the hospital.
3. To pay by check please, make the check payable to CALS Program and send to:
717 Delaware Street SE, Ste. 508 / Minneapolis, MN / 55414.
Payment must be received at least 2 weeks prior to the start of the class. Course materials will not be mailed until full payment is received.

Refunds: are dependent on the date a participant cancels or transfers their registration. In addition, it is understood that:

- *Participants who cancel their registration are responsible for returning the Provider Course Manual to the CALS Program.*
- *If a participant's Provider Course registration is cancelled, the Provider Manual should be returned prior to the course start date and received by the CALS Program in an unused condition to qualify for a refund. **Should a manual not be returned, the participant or hospital will be invoiced \$155 for the manual.***

The following refund schedule applies:

Cancellation received	Amount to be refunded
21 or more days prior to course start date	registration fee less a \$25.00 administrative fee
14-20 days prior to course start date	50% of the registration fee
less than 14 days prior to course start date	NO REFUND full registration must be paid
Transfer Request Option #1	Fees Charged
<u>Original registrant switch to a different CALS course:</u> 14 days or less prior to original course start date	\$100.00
Transfer Request Option #2	Fees Charged
<u>Swapping registration between facility personnel in SAME course location:</u> 14 days or less prior to course start date	\$100.00

- *If a participant or facility requests to transfer a registration to another course 14 days prior to the course date there will be a \$100.00 transfer fee charged for each request.*
- *Participants who have not paid prior to canceling or transferring their registration will be invoiced according to the above schedule.*
- *Refunds will be issued to the entity that paid the registration fee.*

Cancellation or transfer requests and payments may be made by calling the CALS Program: (612) 624-7123 or (612) 624-8776

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