

## **Wellness Council of Wisconsin (WCWI) Program Cancellation Policy**

Registrations are nonrefundable except in specific, limited circumstances, as outlined below.

### Program Series or Multi-Session Programs

1. Attendee cancellation requests must be made in writing to [aday@wellnesscouncilwi.org](mailto:aday@wellnesscouncilwi.org) fifteen (15) days in advance of the **first** program or session date. Registration fees will then be refunded in full less a \$30.00 processing fee. For cancellations received less than fifteen (15) days in advance of the first program or session date or at any time thereafter, registration fees will not be refunded in any amount.
2. If you have registered, but have an outstanding invoice, attendee cancellation requests must be made in writing to [aday@wellnesscouncilwi.org](mailto:aday@wellnesscouncilwi.org) fifteen (15) days in advance of the **first** program or session date or payment is still required.
3. Registration for any session may be transferred to another employee within the same registered organization as an alternative to cancellation. Please submit transfer requests ASAP in writing to [aday@wellnesscouncilwi.org](mailto:aday@wellnesscouncilwi.org), indicating the initial registrant and the new attendee's name and contact information.
4. Registration fees will not be refunded on a per-session basis under any circumstances.

### Standalone or Single-Session Programs

1. Attendee cancellation requests must be made in writing to [aday@wellnesscouncilwi.org](mailto:aday@wellnesscouncilwi.org) fifteen (15) days in advance of the program date. Registration fees will then be refunded in full less a \$30.00 processing fee. For cancellations received less than fifteen (15) days in advance of the program date, registration fees will not be refunded in any amount.
2. If you have registered, but have an outstanding invoice, attendee cancellation requests must be made in writing to [aday@wellnesscouncilwi.org](mailto:aday@wellnesscouncilwi.org) fifteen (15) days in advance of the **first** program or session date or payment is still required.
3. Registration for the program may be transferred to another employee within the same registered organization as an alternative to cancellation. Please submit transfer requests ASAP in writing to [aday@wellnesscouncilwi.org](mailto:aday@wellnesscouncilwi.org), indicating the initial registrant and the new attendee's name and contact information.

WCWI reviews and confirms all registrations for accuracy. Adjustments to credit card transactions and refunds will be processed as soon as possible after the original transaction as needed.

Please contact our office at 262-696-3657 with any questions. WCWI reserves the right to revoke or make changes to this policy at any time.