

# REGISTRATION POLICY

In order to ensure maximum benefit to all participants, the following policies will be strictly adhered to. Please read them carefully (we strongly suggest you print a copy for your records).

## Schedules

Early registration is strongly advised to secure your place in the workshop/course of your choice and to allow the earliest possible confirmation of class video call appointments.

While every attempt will be made to adhere to schedules, we reserve the right to adjust workshop/course schedules, combine classes, or assign alternate appointment dates as necessary. All registered participants will be notified of any changes or cancellations as soon as possible. If your course class is cancelled or rescheduled, you may request a full refund (no administrative fees will be assessed on refunds for classes cancelled by us).

## Cancellations & Refunds

We are confident that you will enjoy and benefit from your online workshop experience, and your paid registration guarantees a place for you.

**Because of the digital nature of our courses, no refund requests will be honored after a participant has activated his/her user account, and signed in with an approved user email address, no refunds will be granted if he or she is not able to complete the course or fails to submit assignments.** If circumstances do force you to withdraw, the following refund policies apply:

- If you notifying us **before** you are approved and sign into the workshop.
- If Jim Palmer/Jim Palmer Author cancels a course, you are entitled to a full refund.

In order to cancel your registration, you must notify us by email at [lea.jimpalmerauthor@gmail.com](mailto:lea.jimpalmerauthor@gmail.com); refund calculations will be based on the date/time the email is received by us. Your email message must include: your full name, registered email address (if different from the address you are emailing us from), and the name of the course you wish to un-enroll.

Failure to submit assignments or “attend” the course DOES NOT constitute an official cancellation. Notifying the instructor will also not result in a withdrawal. You must contact our customer service team using the email address above.

Refunds take 4-6 weeks to process, and will only be given via the same form of payment you used when registering.

### **Workshop/course Confirmation**

You will receive email notification of acceptance of your registration as soon as your registration is processed, with instructions about the activation of your user account and details regarding use of the workshop/course interface. **IMPORTANT: You will not be able to access your workshop on the Jim Palmer Author website interface until you are approved by us.** If you have any issues or do not receive your confirmation email please email us at [lea.jimpalmerauthor@gmail.com](mailto:lea.jimpalmerauthor@gmail.com).

### **Course credits**

These online workshops are not graded, and we do not confer any type of academic credit.

