



INTERNATIONAL ECONOMIC DEVELOPMENT COUNCIL

Training Course Cancellation, Transfer, and Refund Policy

IEDC understands that circumstances may arise that prevent a registrant from participating in a scheduled training course. To request a cancellation, transfer, or refund, the registrant must submit a written request to prodev@iedc.org no later than **three (3) business days before the scheduled start date of the training course**.

Requests received after this deadline are considered late cancellations and are not eligible for a transfer, credit, or refund, except when otherwise approved by IEDC in writing.

Eligible registrants must select **one** of the following options:

Option 1: Transfer to Another IEDC Training Course

A registrant may elect to transfer the amount paid for the original training course to another eligible IEDC training course occurring within the **same calendar year**, subject to course availability.

The following conditions apply:

- The credit will equal the **actual amount paid** for the original training course.
- The credit is non-refundable, has no cash value, and may not be transferred to another individual or organization.
- The registrant is responsible for paying any difference if the registration fee for the newly selected course exceeds the available credit.
- If the newly selected course costs less than the available credit, the remaining balance will be forfeited and will not be refunded or retained as a future credit.

- A registration may be transferred **one time only**. Once a registrant has transferred to another course, the replacement registration is no longer eligible for an additional transfer or refund.
- The replacement course must occur by **December 31 of the same calendar year**. Any unused credit remaining at the end of the calendar year will expire and be forfeited.
- Failure to attend the replacement course will result in forfeiture of the full amount paid.

Option 2: Refund

A registrant who submits an eligible cancellation request may elect to receive a refund.

IEDC will refund the amount paid for the training course, less a **20% cancellation fee calculated on the actual registration fee paid by the registrant**.

For example, if a registrant paid \$710 for a training course, the cancellation fee would be \$142, and the registrant would receive a refund of \$568.

Approved refunds will be returned to the **original form of payment**. Registrants should allow approximately **5–7 weeks** for processing.

The 20% cancellation fee applies regardless of whether the registrant received an early-bird, member, non-member, promotional, or other eligible registration rate.

Late Cancellations and No-Shows

Cancellation requests received fewer than three (3) business days before the training course begins are not eligible for a refund, transfer, or credit.

Registrants who do not attend a course and have not submitted an eligible cancellation request by the stated deadline will be considered **no-shows** and will forfeit the full registration fee.

Failure to participate in or complete a course after it has begun does not qualify the registrant for a refund, transfer, or credit.

Registration Substitutions

Registration is specific to the individual registered for the course and may not be transferred to another individual unless IEDC expressly approves the substitution in writing before the course begins.

Courses Cancelled or Rescheduled by IEDC

If IEDC cancels a training course, registrants may elect to transfer the full amount paid to another eligible IEDC training course or receive a full refund. The 20% cancellation fee will **not** apply when IEDC cancels a course.

If IEDC reschedules a course, registered participants will be notified of available options. If the registrant is unable to attend the rescheduled date, IEDC will provide an appropriate transfer, credit, or refund option without imposing the standard cancellation fee.

General Policy

All cancellation, transfer, refund, and substitution requests must be submitted in writing to prodev@iedc.org. Requests made verbally to instructors, speakers, staff members, or other representatives of IEDC will not constitute an official cancellation request.

IEDC reserves the right to review exceptional circumstances on a case-by-case basis. Any exception to this policy must be approved by IEDC in writing.