



## Cancellation and Refund Policies

Refund and Cancellation Policies apply to all customers and members for all reasons and circumstances.

All cancellation notices and requests for refund or must be made in writing by e-mail sent to: [CustomerService@AmericanGrantWriters.org](mailto:CustomerService@AmericanGrantWriters.org) or [MemberServices@AmericanGrantWriters.org](mailto:MemberServices@AmericanGrantWriters.org)

### **Certified Grant Writer® Online Series**

This series is eligible for a 90% refund if written cancellation notice is received within 7 days from the date of purchase. The CGW Review Course and CGW Exam are eligible for a \$200.00 refund if written notice is received 2 weeks prior to the originally purchased date of the CGW Review Course. If the CGW Review Course and CGW Exam are rescheduled to a future date, the cancellation policy still remains with the original dates as purchased.

### **Grant Conference**

Registration fees are eligible for a 90% refund if written notice is received 2 weeks prior to the first day of attendance. No refund is available if written notice is received 13 or fewer days prior to the first day of attendance.

### **Memberships**

Individual and Business Memberships are eligible for a 50% refund if written cancellation notice is received within 7 days from the date of purchase. No refund is available if written notice is received 8 or more days after purchase.

### **Nonrefundable Purchases**

The following purchases are not eligible for any refund:

- CEU Certificate,
- Mentoring Services,
- Rescheduling Fees, or
- 90 day extension for an online course.

### **Online Courses**

Online courses are eligible for a 90% refund if written cancellation notice is received within 7 days from the date of purchase. No refund is available if written notice is received 8 or more days after the date of purchase.

### **Webinars**

Webinars are eligible for a refund of the purchase price minus a \$10 handling fee when written notice is received 2 or more business days prior to the scheduled date of the webinar. No refund is available if notice is received 1 day prior or on the date of webcast. No refund is available if the purchaser fails to attend the webinar.

### **Sale Prices**

Memberships, Workshops, Online Courses, Webinars, Conferences, and CGW Series are eligible for sale prices if purchased on a date when the sale price is in effect. Purchases are not eligible for a discount or refund based on a sale price that is offered after the date of original purchase.

### **Disruptive Student Policy**

If a participant is attending a workshop, conference, CGW Review Course, or CGW Exam, the Presenter or Proctor may give “notice of disruption” to the participant, verbally or in writing, that his/her behavior has been disruptive to the group, and request that the participant voluntarily depart the meeting room. If the participant refuses to voluntarily depart the meeting room, then the Presenter or Proctor shall notify hotel security and/or local law enforcement to remove the participant from the meeting room. The decision of the Presenter or Proctor is final. Students who are given “notice of disruption” are not eligible for any refund or rescheduling.

## **Rescheduling Policies**

Rescheduling Policies apply to all customers and members for all reasons and circumstances.

All rescheduling notices must be made in writing by e-mail sent to:  
CustomerService@AmericanGrantWriters.org or MemberServices@AmericanGrantWriters.org

### **Certified Grant Writer® Review Course and Exam**

- The maximum number of times to reschedule to a future date/location is two times.
- If written notice is provided to the association at least 2 weeks prior to the date of the CGW Review Course, then the rescheduling will be free of charge.
- If written notice is provided less than 2 weeks prior to the date of the CGW Review Course, then there will be a \$195.00 rescheduling fee, which must be purchased prior to receiving a confirmation for the new location/date.
- If no written notice is provided (called a “No Show”), and the student wants to reschedule to a later date/location, then there will be \$295.00 No Show Rescheduling Fee which must be purchased prior to receiving a confirmation for the new location/date.

### **Webinars**

Webinars may be rescheduled to a future date one time free of charge if written notice is received 2 or more business days prior to the scheduled webinar. The cancellation and refund policy from the original dates apply, even though there is a rescheduling.

# Online Course Extensions

Students have 90 days from the date of purchase to complete all of a course's assignments. If additional time is needed, for any and all reasons, then a 90-day extension may be purchased anytime within one year from the original purchase date of the online course.