



## 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).

### **The following Cancellation and Refund Policies are effective beginning Dec 1, 2015:**

#### **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 scheduled 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.

#### **Certified Grant Writer® Workshop Package**

This package is eligible for a 90% refund if written cancellation notice is received within 7 days from the date of purchase. The Program Development and Proposal Writing Workshop is eligible for a \$500.00 refund if written notice is received 2 weeks prior to the first day of the scheduled 4-day workshop. The CGW Review Course and CGW Exam are eligible for a \$200.00 refund if written notice is received two prior to the scheduled date of the CGW Review Course; no refund is available if notice is received 13 or fewer days prior. If the Program Development and Proposal Writing Workshop, CGW Review Course, and/or CGW Exam are rescheduled to a future date, the cancellation policy still remains with the original dates of purchase.

#### **Certified Grant Writer® Workshop Series**

This series is eligible for a 90% refund if written cancellation notice is received within 7 days from the date of purchase. The Program Development and Proposal Writing Workshop is eligible for a \$500.00 refund if written notice is received 2 weeks prior to the first day of the scheduled 4-day workshop. The CGW Review Course and CGW Exam are eligible for a \$200.00 refund if written notice is received two weeks prior to the scheduled date of the CGW Review Course; no refund is available if notice is received 13 or fewer business days prior. If the Program Development and Proposal Writing Workshop, CGW Review Course, and/or CGW Exam are rescheduled to a future date, the cancellation policy still remains with the original dates.

### **Foundation Grant Package**

This package of 3 online courses is 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 purchase.

### **Grant Conference and Pre-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, Student, or 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 purchase.

This policy applies to the following online courses purchased separately:

- Grant Management
- Grant Writing for Government Grants,
- Grant Writing for Nonprofit Organizations,
- How to Start a Grant Consulting Business,
- Preparing Budgets for Foundation Grants,
- Preparing Government Research Applications,
- Program Evaluation,
- Proposal Writing for Foundation Grants, or
- Researching Opportunities for Foundation Grants.

### **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.

### **Workshops**

Workshops are eligible for a 90% refund if written cancellation notice is received 2 weeks prior to the scheduled first day of the workshop. No refund is available if written notice is received 13 or fewer days prior to the scheduled first day of the workshop. If a participant reschedules a workshop to a future date, the cancellation and refund policy remains with the original date as purchased. This policy applies to the following workshops purchased separately:

- Grant Writing for Government Grants,

## How to Start a Grant Consulting Business, and Program Development and Proposal Writing.

### **Sale Prices**

Memberships, Workshops, Online Courses, Webinars, Series, and Packages 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.

### **Member Rates**

Member Rates are only available in the Members Only area of our website by current members. A purchase made in the public area of the website by a current member is not eligible for a refund to effectively reflect the Member Rate.

### **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 and must be made in writing by e-mail sent to:  
CustomerService@AmericanGrantWriters.org.

### **The following Rescheduling Policies are effective Dec 1, 2015:**

#### **Certified Grant Writer<sup>®</sup> Review Course and Exam**

It may be rescheduled to a future date/location one time free of charge if written notice is received 14 days prior to the date of the scheduled CGW Review Course. If notice is received 13 or fewer days prior the rescheduling fee is \$195.00. The second rescheduling will be charged a \$195.00 rescheduling fee, regardless of when written notice is received. The maximum number of times to reschedule is limited to two times. The cancellation and refund policy from the original dates apply, even though there is a rescheduling.

#### **Program Development and Proposal Writing Workshop**

It may be rescheduled to a future date/location one time free of charge if written notice is received 14 or more days prior to the first day of the scheduled workshop. If written notice is received 13 or **fewer** days prior, then there will be a \$200 rescheduling fee. The second rescheduling will be charged a \$200.00 rescheduling fee, regardless of when written notice is received. The maximum number of times to reschedule is limited to two times. The cancellation and refund policy from the original dates apply, even though there is a rescheduling. If a workshop is sold at a sale price of \$599 or less, then it is not

eligible for any rescheduling and the purchase is only valid for the workshop date as specified on the order receipt.

**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.