



## **School of Government Cancellation and Refund Policy**

All cancellations for course attendance must be submitted in writing to the School of Government Registration Office by letter, fax, or e-mail:

School of Government  
Registration Office  
Campus Box 3330, Knapp-Sanders Building  
The University of North Carolina at Chapel Hill  
Chapel Hill, NC 27599-3330

Fax: 919.962.2709  
E-mail: [registration@sog.unc.edu](mailto:registration@sog.unc.edu)

A **full refund** will be issued to registered course participants who notify the Registration Office more than **15 calendar days** in advance of the course start date.

A full refund of paid registration, less a **\$25 cancellation fee**, will be issued to registered course participants who notify the Registration Office **8 to 15 calendar days** in advance of the course start date.

**No refund** will be made for cancellations within **7 calendar days** prior to the scheduled event.

Individuals who register for a course and do not attend, without notifying the Registration Office in advance, are responsible for the full registration fee. If the registration fee has not been paid, the registered course participant will be invoiced for the full amount and no credit will be issued. Course materials for the program will be sent to the registered course participant upon receipt of the registration fee.

### **Hardship Exceptions**

Exceptions to the cancellation policy may be granted for hardship cases at the discretion of the Assistant Dean for Business and Finance.

### **Cancellation by the School of Government**

If the School of Government cancels a course due to the illness of presenters, severe weather, or other emergency conditions, the School will attempt to reschedule the event. Registration fees will not be refunded when a course is rescheduled except for those registrants who cannot attend the event on the rescheduled date. If the course is not rescheduled, all registration fees will be refunded. The School is not responsible for any other loss or damages incurred as a result of a cancellation, including travel costs, hotel costs, or any associated penalties. The School will notify registered course participants of a cancellation as soon as possible.