

Refund and Cancellation Policy for Executive Education Program Registration Fees

Center for Effective Organizations
Marshall School of Business
University of Southern California

General Refund Policy

- **Refunds will be issued in the same manner as the original form of payment.** Credit card charges will be refunded to the same credit card used for payment. Refund checks will be issued for payments received by check.
- Refunds requested more than 180 days from the original payment date will be issued as a registration credit for a future program. Credits must be used within 12 months of the original seminar registration. *See Registration Credit Policy* for details and restrictions.

General Cancellation Policy

- Cancellations received prior to the stated registration deadlines: incur a \$200 cancellation fee. The remaining registration fee will be refunded.
 - *Additional guidelines apply to the Strategic Organization Design Workshop and the Advanced Topics in Organization Design Workshop. See below.*
- Cancellations received after the stated registration deadlines: 50% of the registration fee will be refunded.
 - *Additional guidelines apply to the Strategic Organization Design Workshop and the Advanced Topics in Organization Design Workshop. See below.*
- Cancellations requested more than 180 days from the original payment date: registration credit will be issued for a future program. Credits must be used within 12 months of the original seminar registration. *See Registration Credit Policy* for details and restrictions.
- Cancellations received within 5 working days prior to the start of a program and for no shows: registration fees are non-refundable.

Registration Credit Policy

- It may be possible to receive a credit for the entire registration fee for future use, **less the cancellation fee**. Participants must speak to the program manager to discuss the possibility of receiving a registration credit.
- Registration credit must be used within 12 months of the original seminar registration. After 12 months the registration credit is forfeit.
- Registration credit or any remaining balance from a partially used registration credit is non-refundable.



Registration Credit Policy (continued)

- **To Apply Registration Credit:**
 - Current seminar rates prevail at the time of re-registration
 - Any difference in fees is to be paid by the participant
 - Participants who initially paid the sponsor company rate, but are not a sponsor at the time the registration credit is applied, must pay the difference between the sponsor rate and the non-sponsor rate.
 - Unused credit is forfeit.

HCEO Certificate Program Policy

- HCEO participants who have paid for all of their courses in advance have 3 years to complete all their courses. These HCEO participants may change courses or cancel courses during this time period without paying additional registration fees. No refunds will be issued.

Strategic Organization Design Workshop Policy

In addition to the general policies listed above, the following guidelines apply to the Strategic Organization Design Workshop:

- Cancellations received prior to stated registration deadlines incur a cancellation fee of \$250. If you were sent pre-reading materials (book and cases) and would like to keep them, an additional charge of \$100 will be deducted from your paid fee OR you can return the materials at your own expense.
- It may be possible to receive a credit for the entire registration fee for future use, less the \$250 cancellation fee. Participants must speak to the program manager to discuss the possibility of receiving a registration credit.
- **To Apply Registration Credit to the Strategic Organization Design Workshop:**
 - Registration credit, less the cancellation fee, must be applied to the next offering of the Strategic Organization Design Workshop.
 - Unused credit is forfeit.

Advanced Topics in Organization Design Workshop Policy

In addition to the general policies listed above, the following guidelines apply to the Advanced Topics in Organization Design Workshop:

- The cancellation deadline is 6 weeks before the start of the workshop.
- Cancellations received prior to stated registration deadlines incur a \$1,000 cancellation fee.
- It may be possible to receive a credit for the entire registration fee for future use, less the \$1,000 cancellation fee. Participants must speak to the program manager to discuss the possibility of receiving a registration credit.
- **To Apply Registration Credit to the Advanced Topics in Organization Design Workshop:**
 - Registration credit, less the \$1,000 cancellation fee, must be applied to the next offering of the Advanced Topics in Organization Design Workshop.
 - Unused credit is forfeit.

