



## Event Policies

### Cancellation Policy

Any request to alter or cancel an attendee's registration **must** be submitted in writing to Cherney at [training@cherneymicro.com](mailto:training@cherneymicro.com). If a registered attendee is unable to attend, the attendee may notify Cherney to delegate a substitute from the attendee's organization with no fee.

Cancellation of an attendee's registration will be entitled to a refund according to the following schedule:

- Fourteen days or more in advance of event: **Full refund**
- Less than 14 days in advance of event: **Full refund minus \$100 cancellation fee**
- Day of event or no notice given: **No refund**

Cherney reserves the right to modify speakers or content and cancel or postpone an event. Cherney shall not be liable for any loss, liability, damage or expense suffered or incurred by any person. In the rare event of a cancellation, attendees will be reimbursed the registration fee actually paid or given the option to transfer registration to another event.

### Payments

Payment in full must be received by the day of the event and may be submitted by electronic fund transfer, PayPal or check. A purchase order is not an accepted form of payment. Cherney reserves the right to cancel any registration without warning at any time prior to the start of the event if all fees have not been paid. In the event that Cherney does not exercise its rights of cancellation prior to the event, attendees whose fees have not been paid shall be required to pay on-site. In the event of cancellation by Cherney for non-payment, the cancellation charges set out in the Cancellation Policy above shall apply.

### Discounts

If registration is received 30 days prior to the event, an early registration discount of \$100 will be applied. If registration is received 14 to 29 days prior to an event a \$50 discount will be applied. A 10% discount is available for each additional attendee from the same organization registered for the same course. Promotional codes may only be used once per coupon and are applied off the regular registration fee and no additional discounts apply. *No discounts are offered for the Preventive Controls for Human Food or Animal Food courses.*

### Privacy and Confidentiality

All personal data provided to Cherney for registration will be treated as confidential. The data shall be used and stored for further processing and documentation purposes. The information will not be re-used for an incompatible purpose.

Cherney implements policies to maintain a confidential, safe and hazard free work environment. While on site, visitor cooperation is required to uphold the effectiveness of these policies. Cherney's customer, supplier, test method and equipment information that become evident shall be kept confidential.