



Cancellation Policy

Effective date 8/1/11

The Center for Human Services Education provides a full range of staff development and training workshops for human services professionals throughout the greater Rochester area. In order to maintain an affordable pricing structure, we are asking our training partners to follow the cancellation practice as listed below:

One or two day training sessions: a minimum of **24** hours notice (business days) is required in order to avoid being charged for the training slot

Three or four day training sessions: a minimum of **48** hours notice (business days) is required in order to avoid being charged for the training slot. In the event that the cancellation causes the class roster to fall below the minimum required number for course provision, the cancelling agency will be contacted to discuss the implication of the cancellation and the entire class may need to be cancelled

No call/No show: in the event that a scheduled staff fails to show for a class and has not previously cancelled, the full price for the workshop will be charged

Absent during a 3 or 4 day training: if an emergency or illness occurs in the midst of a 3 or 4 day workshop, the staff will be provided the opportunity to make-up the day at the next workshop offering (no additional charges)

Staff emergencies: in the event that a staff is involved in a personal emergency and cannot provide **24/48** hours notice, we ask that the training partner contact Wendy Quarles directly at (585) 340-2009 to discuss the circumstance.

Individual tutoring or one-on-one training: available for staff make-up at the cost of \$35.00 per hour

All cancellations should be sent electronically to Wendy Quarles at
wquarles@heritagechristianservices.org

Please retain a copy of your cancellation notification to avoid confusion