



FLENJ

CANCELLATION & REFUND POLICY IMPORTANT INFORMATION

Program registrants who are unable to attend a scheduled event are encouraged to find another person to take their place. If the replacement attendee is not a member of FLENJ, the price difference must be paid for the event. Please contact the registration coordinator to make arrangements.

Refund requests will be accepted according to the following schedule.

Receipt of Request	Refund Terms
21+ days prior to event	100% refund of registration fees
14-21 days prior to event	50% refund of registration fees
Less than 14 days prior to OR after the event	No refund of registration fees

Registrants who have not canceled their registration in writing at least 14 days prior to the event will be held personally responsible for the entire registration fee, whether they attend or not.

When payment has already been received by FLENJ, refunds will be made in the same manner as the original payment. In the event of an outstanding balance (e.g. unpaid school purchase order), FLENJ will adjust the invoiced amount according to the above fee structure and will provide a revised invoice for payment.

All cancellation and refund requests must be received in writing by the registration coordinator at manager@flenj.org.

Questions: If you have any questions about membership, payments, or refunds, please contact the registration coordinator at manager@flenj.org.