



Event Policies



Course & Events Policies

Courses are subject to cancellation at any time.

APA and AAPA reserve the right to limit enrollment to ensure that published objectives are achieved. Event may be subject to cancellation due to low attendance.

Registration Fees: Registration form with payment must be received at least five business days in advance of the course start date to guarantee your registration. You will receive email confirmation of your registration and class date after your completed form and payment have been received and processed. Fees include course manuals, all meeting materials, and **may** include a continental breakfast each morning and lunch each day.

If you have a disability, require special services, or special diet requests, please contact us at least 14 days in advance of the event. If you have not received confirmation of your registration one week prior to your seminar, please call APA or AAPA at the number listed below to confirm your registration.

Same-Day Registrants: Participants registering on the day of the program may enroll 15 minutes after all pre-registered participants have signed in. If there are

insufficient class materials for same-day registrants, they will receive the materials at the earliest possible date following the seminar.

Travel Arrangements/Hotel Accommodations:

Attendees are responsible for their own travel arrangements to and from events. No room blocks are being held for the APA or AAPA at seminar hotels. Room reservations and hotel charges are the responsibility of the individual. Parking fees are the responsibility of the attendee.

Specific Seminar Locations: Specific class locations will be listed on APA's website, www.americanpayroll.org, or AAPA's website, www.americanAP.org, at least 30 days before the seminar date.

Course Schedules: Please refer to the specific class brochure or go to www.americanpayroll.org or www.americanAP.org.

Transfers/Substitutions, Cancellations/Refunds

A **transfer** is a request to change the location or date of your course. A **substitution** is to replace the name of the person attending.

Transfers/Substitutions

Courses: A \$45 administrative fee will be assessed for each transfer and/or substitution. Some restrictions may apply.

Either of these changes should be made by calling Membership Services. Each transfer and/or substitution will require completion of a transfer/substitution form and will be assessed the fee. A representative can provide the form.

A transfer fee **will** apply if the incorrect location or date is selected. Please verify that you select the correct location and date to avoid transfer fees.

Webinars and Webinars On Demand: A \$45 administrative fee will be assessed for each transfer and/or substitution. Transfers or substitutions will not be honored the day of the program or if the program license has been activated.

Cancellations

Courses: Written requests received at least seven business days prior – full refund; four to six business days prior – refund less a \$50 service charge; fewer than four business days prior – a credit will be issued less a \$100 service charge. Credits are applicable only to future APA educational programs and are valid for one year from the date of issue. Cancellations the day of the program or after the program are nonrefundable and noncredited.

Webinars and Webinars On Demand:

Cancellations or refunds will not be honored the day of the program or after the program or if the program license has been activated.

Refunds

APA and AAPA regret that refunds will not be given for no-shows. A check will be mailed to you for refunds; no refunds will be made directly to your credit card account.

Membership Services

APA (210) 224-6406 • AAPA (210) 630-4373

M - F, 8:00 a.m. – 6:00 p.m. CT



Event Policies, continued

Congress Policy: Because Congress is always fully booked, APA and AAPA **cannot** honor cancellations or refunds. However, you may substitute another member or colleague from the same street address by faxing a letter to us at (210) 224-6038 with the following information: original registrant's name, new (substitute) registrant's name, title, company name, full street address, and phone number.

If you are unable to attend and cannot find a substitute, notify us in writing one month prior to the event, and you will be issued a credit to your APA or AAPA account for another APA or AAPA sponsored meeting less a **\$150** cancellation fee. This credit is good for one year from date of issue; **no exceptions will be made to this policy.** A \$45 administrative fee will be assessed for each substitution.

Learning Center Classes

Cancellations and Refunds: (1) Refund computations will be based on the course time expressed in clock hours. (2) The effective date of termination for refund purposes will be the earliest of the following: (a) the last date of attendance; or (b) the date of receipt of written notice from the student. (3) If tuition and fees are collected in advance, **\$100** shall be retained by the API Fund for Payroll Education, Inc./Payroll Learning Center. (4) If the student fails to enter the course, withdraws, or the course is discontinued at any time before completion, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the course after the effective date of termination bears to the total number of class hours in the course. (5) A full refund of all tuition and fees is due in each of the following cases: (a) if an enrollee is not accepted by the school; (b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or (c) if the student's enrollment was procured as a result of any misrepresentation in advertising or promotional materials of the school, or misrepresentations by the owner or representative of the school. (6) Refunds will be totally consummated within 15 days after the effective date of termination.

Refund Policy for Students Called to Active Military Service:

A student of the school who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (1) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (2) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (3) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (a) satisfactorily completed at least 90 percent of the required coursework for the program; and (b) demonstrated sufficient mastery of the program material to receive credit for completing the program.

CPE Complaint Resolution Policy

The APA will make every effort to resolve complaints regarding National Association of State Boards of Accountancy (NASBA) compliance within a reasonable amount of time and in a confidential manner. A formal complaint must be submitted in writing and must set forth a statement of the facts and the specific remedy sought. Submit CPE complaints to: American Payroll Association, Attn: Director of Certification, 660 North Main Avenue, Suite 100, San Antonio, TX 78205-1217. Director of Certification: (210) 226-4600.

Membership Services

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