NSFA Event Registration and Cancellation Policies

1. Event Registration
   1. Who can register:
      1. Any NSFA member in good standing can register for any NSFA course or workshop.
      2. Members not in good standing can register for an NSFA event but will be charged the non-member rate for the event. If a member not in good standing wishes to receive the member price for an event, membership must be renewed and or all requirements (insurance, CPR, etc.) updated
      3. Non-members may register for NSFA events but will be charge the non-member price. In order for a non-member to receive full certification for a course, all course requirements must be met, CPR and First Aid must be completed and any outstanding fees must be paid
   2. Paying for Course
      1. Prior to attending the event or course, the event or course must be paid in full to NSFA by the accepted methods of payment
         1. Acceptable methods include in cash, by cheque or by PayPal. NSFA no longer accepts credit cards
      2. If the participant cannot pay the event in full at the time of registration:
         1. An invoice will be issued to the participant for the amount of the event or course at the time of registration. If the registration fee increases prior to the event (i.e. from early-bird to regular pricing) then the invoice will subsequently increase as well to maintain equity across members.
            1. The participant is responsible for paying the invoice amount in full prior to the event to be able to attend

The participant can pay the invoice in installments of any amount as long as the payment of the invoice is received in full by the event or course start date.

* + - * 1. If a participant cannot meet these requirements, in extreme situations only (i.e. family emergencies, lack of income due to unexpected unemployment, etc.), a “payment plan” can be arranged at the discretion of the Board of Directors, specifically the Treasurer.

A set monthly payment and end date to pay the full event and course price must be agreed upon by both the NSFA Board of Directors and the participant

Failure to meet these scheduled payments will result in registration cancellation or loss of potential to finish a certification or attend an event

Payment must be received in full at the time of examination (either written or practical, whichever comes first)

* + - 1. Payment of an invoice is the responsibility of the participant and NSFA is not obligated to issue reminders of any sort to the participant
  1. For events (not courses), payment must be received in full to attend an event by the date of the event:
     1. This includes the Annual Summit and Brunch
     2. This includes one-day workshops (barre, kettlebell, etc.)
     3. This includes other CEC opportunities offered by NSFA
     4. Any other events at NSFA’s discretion that do not include our nationally recognized courses

1. Event and Course Cancellation Policies
   1. In the event that a participant cannot attend a course or event, the following cancellation policies exist for both NSFA courses (ET, GEL, etc.) and events (Annual Summit, Brunch, workshops, etc.):
      1. Cancellation any time before 2 weeks prior to the event – event registration is cancelled, a full refund is processed and no penalty is incurred
      2. Cancellation in the 2 weeks prior to the event – event registration is cancelled, a 75% refund is processed and no penalty is incurred
      3. Cancellation the day of the event – event registration is cancelled, a 50% refund is processed and no penalty is incurred
      4. Cancellation after the event – no refund is given
   2. Cancellation must be completed by one of the following methods:
      1. Online cancellation completed by the participant prior to the event or course
         1. Participant must request a refund online and specify the method by which they wish to receive their refund (cheque, PayPal) so the refund can be processed in a timely manner.
      2. Online cancellation completed by a NSFA Board Member prior to the event or course. An email to an NSFA Board Member must be sent on the date cancellation is desired
         1. The email must include the desire to cancel and the method by which the participant wishes to receive the refund (cheque or PayPal)
         2. A refund will be issued by an NSFA Board Member