

Veterinary Social Work Certificate Program Policies and Procedures

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| Title: Refunds for Face-to-Face Trainings | Number: 1.2 |
| Effective Date: 11/28/2016 | Revised Date: |

1. Rationale: to have a publicly posted, uniform policy on refunds for all VSW face-to-face trainings.
2. Policy Statement: Fees for face-to-face workshops can be refunded minus a \$50 processing fee if the request is made to vswcp@utk.edu by midnight EST 14 days from the start of the workshop. No refunds will be given within 14 days of the workshop; however, if registrants are unable to attend, they may request that a credit toward a future event be applied to their account by emailing vswcp@utk.edu no more than 14 days after the end of the workshop. A registrant may transfer their registration to a substitute participant if a request is made to vswcp@utk.edu by midnight EST 2 days from the start of the workshop; however, it is the responsibility of the original registrant and the substitute to coordinate the transfer of fees - no substitute payment will be processed by Veterinary Social Work.
3. Procedures: Requests made by registrants to vswcp@utk.edu will be reviewed by the Program Coordinator to ensure that the deadline has not passed. The Program Coordinator will then initiate the refund minus the processing fee, note the credit in the participant's record, or update registration documents to include the substitute registrant, per this policy.



Veterinary Social Work