



Cancellation/No Show and Payment Policy

General Cancellation Policy

A participant may cancel their registration for Volunteer Management (VM) 101 and/or Management of Volunteer Programs (MVP) class up to ten (10) business days prior to the start of the scheduled training. A cancellation of the scheduled training made within the ten (10) days of the first day will receive a credit that can be used for the next consecutive training scheduled. If credit is not used on the next consecutive training, then the credit will be forfeited by the participant. Please contact the Certification Chair at certification@cava.org if you need to cancel or reschedule your training.

No Show Policy

If a participant is absent then he/she will have forty-eight (48) hours to contact the Certification Chair to reschedule their training they will forfeit the cost of the training.

Training Schedules

Class schedules are subject to change without notice based on minimum attendance requirements. CAVA may cancel scheduled trainings up to five (5) business days prior to the scheduled start date if certain attendance minimums are not met. In most instances, a minimum of eight (8) attendees per class is required for a class to be held. If the class is canceled due to inclement weather, the Certification Chair will contact all registered participants with the date and time of the rescheduled class. If participants are unable to attend the rescheduled class, then they will receive a credit to attend the next consecutive class.

Payment Policy

PayPal, major credit cards and checks are acceptable forms of payments. The total cost of the training is due by the registration deadline which is ten (10) business days prior to the scheduled start date. Payments received within ten (10) business day of the schedule start date will be charged a late fee of 30% of the established cost. **No payments will be accepted on the schedule start date.**

Refund Policy

Except for the cancellation policy of described above, all payments and fees are nonrefundable. It is expected that participants will assess the appropriateness of the training by reviewing the descriptions and dates in advance of registration.