

OSHA Refund and Cancellation Policy

Purpose

The purpose of this Refund and Cancellation Policy is to clearly communicate procedures related to event cancellation, participant registration cancellation, refunds, transfers, and rescheduling for continuing education (CE) activities and other programs offered by OSHA.

Program Cancellation or Rescheduling by OSHA

In the event OSHA cancels or reschedules a program, conference, webinar, or continuing education activity, registered participants will be notified as soon as reasonably possible using the contact information provided during registration.

If a Program Is Canceled by OSHA

Participants may receive a full refund of registration fees paid, transfer of registration to a rescheduled offering, or credit toward a future OSHA educational event. Refunds are typically processed using the original method of payment whenever possible. OSHA is not responsible for travel expenses, hotel costs, airline penalties, loss of wages, or other participant-incurred expenses.

Program Rescheduling by OSHA

Participants unable to attend a rescheduled event may request a refund, transfer registration to another eligible participant when permitted, or request credit toward a future OSHA program.

Participant Cancellation Policy

Participants who cancel prior to an event may be eligible for a refund based on the timing of the cancellation request.

Registration Transfer Policy

Participants may request to transfer their registration to another individual prior to the event. Requests must be submitted in writing and approved by OSHA administrative staff.

Online and Virtual Programs

Refund eligibility for virtual events follows the same timelines unless otherwise stated. Participants are responsible for ensuring adequate internet access and compatible technology.

Continuing Education Credit

Participants must meet attendance and participation requirements to receive continuing education credit. Refunds are not issued solely because a participant failed to meet CE requirements.

Request Procedures

Cancellation, refund, or transfer requests should be submitted in writing through official OSHA communication channels and should include participant and event information.

Processing Time

Approved refunds are generally processed within 14–30 business days depending on payment processing systems and financial institution timelines.

Policy Availability

This policy is included in registration materials, event webpages when appropriate, and made available to participants prior to registration completion.

Policy Review

This policy may be reviewed periodically by the Executive Director Team, Continuing Education leadership, Treasurer, and/or the Executive Council.

Standard Refund Guidelines

Cancellation Timing	Refund Eligibility
14 or more days before event	Full refund minus applicable processing fees
Fewer than 14 days before event	No refund
Failure to attend without notice ('no-show')	No refund