

# Learning Without Tears™ Workshop Policies

## Form of Payment

Individuals may register by phone, fax, mail or online. Forms of payment accepted are Visa, Mastercard, American Express, Check or Purchase Order.

## Holding Spots

LWT does not register individuals without a form of payment. Spots are never held.

## Walk-Ins

Walk-ins are welcome at workshops when space is available. Walk-ins may be required to share materials at the workshop and will have materials mailed to them the week following the workshop. Walk-ins are required to give form of payment at the door.

## No Shows

Individuals who do not show up at a workshop will be allowed to transfer to a different workshop within one year of original workshop date.

## Refunds

Refunds are given based only on individual circumstance. Refunds are generally given for illness, hospitalization, inclement weather or family emergencies.

## Transfer of Registration

Individuals are allowed to transfer their registration fee one time to another workshop that is posted on our web site. If there is a price increase, they are responsible for the difference.

## Cancellation Fees

There is a \$35 cancellation fee assessed at the time of cancellation. At that time, the individual will receive a refund of their registration fee minus the \$35. If paid by credit card, their credit card will be refunded otherwise, we will issue a refund check. Additional restrictions may apply. Call our office for more information.

## Group Rates

Group rates are an option for groups that have 5 or more individuals in their party. They must be submitted as a group to qualify for the discount. They can complete registration online, by phone, by mail, or fax.

## Scholarships

At this time LWT does not offer scholarships of any kind.

## Record of Attendance

An attendee's record of attendance is filed in a database system that is kept indefinitely. Only individuals who attended the workshop may request a personal copy of their proof of attendance.

## Contact Hours

Individuals who attend LWT workshops will be provided with a certificate of attendance that certifies they attended our workshop for an 'X' amount of hours. Certificates can only be given for the full amount. If attendee arrived late or left early, then they can receive a letter of attendance stating the times they were there.

- Readiness & Writing – 3.5 hours
- Math & Literacy – 3.5 hours

- K – 5<sup>th</sup> Grade Handwriting – 6.5 hours
- Handwriting Assessment – 7 hours
- K-5<sup>th</sup> Grade Keyboarding Virtual – 2.5 hours

### **Other Continuing Education Unit Requests**

LWT is willing to assist any professional with obtaining continuing education units applicable to their professional requirements if the administrative work involved in the request is reasonable and will benefit the need of other attendees at the given workshop.

### **Email Confirmation**

Attendees receive confirmation of registration via email 10 days prior to the workshop. The confirmation includes location, directions, presenter's name and workshop agenda. If an individual registers within 10 days of the workshop they are referred to the LWT website for information and will not receive the confirmation email. Faxed or emailed confirmations are available upon request.

### **LWT Cancels a Workshop**

If LWT cancels a workshop for unforeseeable reasons each attendee will be given the option to transfer their registration or will be allowed a full refund. LWT is not liable for any travel or lodging expenses incurred.

### **Switching Presenters**

LWT reserves the right to change presenters of the workshops without notice. When possible, workshop attendees will be notified of any changes made that may affect their interest in attending a workshop.

### **American with Disabilities Act**

LWT holds all their workshops in ADA accessible facilities. When notified, LWT will exhaust all measures to provide interpreters and accommodations for individuals with special requests in accordance with the American with Disabilities Act.

### **Sales at Workshops**

LWT does not have materials for sale at the workshops. Attendees are allowed to place orders during breaks or after the workshop.

### **Disclosure**

LWT will utilize their catalog, registration forms, confirmation brochures and website as a means to disclose the use of LWT specific products during the workshop. Individuals with questions are encouraged to contact National Workshop Coordinators via phone, mail, email, fax, or internet other questions and concerns they may have prior to registering for the workshop.

- Instructor will inform our organization and disclose any financial or non-financial interest in any product, instrument, device, service, or materials discussed during their presentation and the source of any compensation prior to the start of the presentation.
- Instructor is compliant with copyright laws and has ownership or permission to use all materials used in conjunction with the presentation.
- Instructor will demonstrate high standards of professional conduct and not discriminate against learners on the basis of gender, age, socioeconomic or ethnic background, sexual orientation, or disability.

### **Children at Workshops**

Children and Infants may not be brought to workshops. Attendees must be 18 years or older.

**Media (photos, videos, etc)**

LWT states on the catalog and on our website that we can use media from any workshop including photos and videos in print and online advertising. The catalog and website also state the attendee must notify us in writing if they do not wish to be included.