



## MHFA Cancellation and Refund Policy

CHR is committed to providing a quality educational experience to all participants. To ensure transparency and fairness, we have established the following cancellation and refund policy for our courses:

1. Cancellation By Participant
  - a. Refund eligibility:
    - i. Participants may be eligible for a refund based on the timing of their cancellation; see the timelines identified below.
    - ii. Cancellation requests must be submitted in writing (via email) to CHR's MHFA Program at [mhfa@chrhealth.org](mailto:mhfa@chrhealth.org)
  - b. Timely cancellation:
    - i. Participants who cancel 3 business days or more before the start of class will receive a full refund.
      1. **Special Note:** For courses that require pre-work, cancellation must be made before the pre-work deadline for a refund (please see MHFA Pre-Work Policy).
    - ii. Participants who cancel 2 business days or less before the start of class will not be eligible for a refund.
      1. **Special Note:** For courses that require pre-work, cancellations made after the pre-work deadline (see MHFA Pre-Work Policy) will not be eligible for a refund.
  - c. No-show policy:
    - i. Participants who do not attend the course without prior notification and meeting the timely cancellation guidelines (3 business days before the start of the course) will not be eligible for a refund.
2. Cancellation by CHR
  - a. In the unlikely event that CHR must cancel a course, participants will be notified as soon as possible and given the option to transfer their registration to another available class or receive a full refund.
  - b. Courses that fall below the minimum participant requirement will be canceled. Participants will be notified no less than 48 hours before the start of the course and given the option to transfer their registration to another available class or receive a full refund.
  - c. Courses that require pre-work must be canceled if the number of participants eligible to attend the course does not meet the minimum participant requirement. Participants will be notified no less than 48 hours prior to the start of the course.
    - i. Participants who completed the pre-work requirement, or cancelled within the timely cancellation guidelines, will be given the option to transfer their registration to another available class or receive a full refund.
    - ii. Participants who did not complete the pre-work requirements, or have not cancelled within the timely cancellation requirements, thus leading to the course cancellation, will not be eligible for a refund.
3. How to request a refund
  - a. Participants must submit a refund request in writing to [mhfa@chrhealth.org](mailto:mhfa@chrhealth.org) including their full name, contact information, course date, and reason for refund request.
  - b. Refunds will be processed within 30 days of CHR validating refund request.
4. Exceptions: Exceptions to this policy may be considered on a case-by-case basis.

This policy is subject to change without notice. Please check our website or contact us for the most-up-to-date information.

Thank you for your attention to this policy. If you have any questions please contact [mhfa@chrhealth.org](mailto:mhfa@chrhealth.org).