

# Training Cancellation Policy

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While every effort is made to hold trainings as scheduled, Iowa Mediation Service (IMS) does reserve the right to cancel or postpone. If IMS exercises this right, attendees will be provided an opportunity to register for future training sessions or receive a full refund of the amount paid.

If an attendee wishes to cancel their own registration, IMS must be informed of this decision by email to: [admin@iowamediationservice.com](mailto:admin@iowamediationservice.com). The following structure will apply:

- **Cancellations occurring prior to seven calendar days before the start date:**
  - Refund: 90% of the registration cost. OR
  - Transfer full credit to a future training.
  
- **Cancellations occurring within seven calendar days of the start date:**
  - Refund: 50% of the registration cost. OR
  - A request may be submitted for a credit to a future training at the discretion of IMS.
  
- **Cancellations occurring on or after the start date:**
  - Refund: None will be issued. OR
  - A request may be submitted for a credit to a future training at the discretion of IMS.

Refunds will be issued in the form of a check.

IMS is not responsible for expenses incurred related to the cancellation of travel or any other attendee expenses.

## Contact Us

If you have any questions about our Training Cancellation Policy, please contact us:

By email: [admin@iowamediationservice.com](mailto:admin@iowamediationservice.com)

By phone number: **515-331-8081**