



Training Cancellation and Attendance Policy

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. 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.*

Participants are expected to attend and participate in all education hours to receive designated certifications. Failure to attend all scheduled hours will result in participants receiving educational materials but no certificate of completion.

Curriculum that is part of a multi-day program are to be attended according to the scheduled dates and can not be split among other program offerings.

Contact Us

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

Email: admin@iowamediationservice.com
Phone: 515-331-8081