



Illinois Fire Inspectors Association

Serving Illinois Fire Departments Since 1967

Training and Education Course Registration, Cancellation, Refund and Transfer Policy

Statement of Policy

The purpose of this policy is to direct office staff on the handling and management of situations as they arise from time to time concerning the registration, cancellation, refunds or transfers of IFIA training courses and mini seminars.

1. Registration for classes must be sent to the IFIA office containing all required information to process the application.
2. Arrangements and payment information must be included with each registration and confirmation. Acceptance into the class will not be sent until payment information has been verified by the IFIA office.
3. Any registration cancelled 7 days or less from the start of the class will be assessed 50% of the class registration fee billed to the student registered. (Unless listed otherwise on the registration form)
4. Any no-shows will be responsible for the full tuition of the class registration fee billed to the student registered. (Unless extenuating circumstances exist and arrangements have been made with the office manager).
5. No further registrations from students billed for cancellations will be allowed until all service charges are paid.
6. Class registrations may be transferred to other classes scheduled provided that seating vacancies exist. All transfers must be requested at least 7 days prior to the start of a class. (On paid invoices only!)
7. Any assessment stated in this policy may be appealed to the IFIA Board of Directors. A letter of appeal must be addressed to the President of the Illinois Fire Inspectors Association describing in detail the reason(s) that the assessment assigned to an individual should be rescinded.

Category: Policy Statement Policy

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