

CEU Course Policies and Procedures

Brooks IHL adheres to the following Policies and Procedures regarding Continuing Education courses:

Provider Cancellations

If Brooks IHL cancels a course for any reason whatsoever, Brooks IHL will refund 100% of the registration fee to all registrants of that course. Brooks IHL will not be responsible for fees/penalties for cancellation and/or modification for travel associated with the cancelled course. Registrants may apply the registration fee in part or whole towards a future Brooks IHL CEU course.

Registrants will be notified immediately upon recognition of the course cancellation by whatever means is most effective for that registrant.

Registrant Cancellations

Live Courses:

If a registrant to a Brooks IHL CEU course cancels their attendance more than 14 days before the course, they will receive a 90% refund of the registration fee that was paid (10% is kept to support processing and handling).

If a registrant to a Brooks IHL sponsored CEU course cancels their attendance 14 days or less before the CEU course, they will receive a 50% refund of the registration fee that was paid. Registrants that do not show up the day of the course without notifying the facility will not be eligible for a refund.

Brooks Advanced Practice Series (BAPS):

If a registrant cancels their subscription to the BAPS package prior to the 5th presentation, they are eligible for a 50% refund. Beyond the 5th presentation, registrants are not eligible for a refund.

On-Demand Online Courses:

Registrants who purchase an on-demand online course are not eligible for a refund. All sales are final.

In cases of an emergency hardship that required a last minute cancellation, the registrant may appeal this policy to the Director of the Brooks IHL. The registrant may be required to demonstrate/provide documentation that supports the reason for the emergency cancellation. The decision of the Director is final with no further mechanisms for appeal.

Brooks IHL Serving as a Host for an External CEU Provider/Vendor

In cases where Brooks IHL is serving as a host for an external CEU provider/vendor and the vendor cancels the CEU course, Brooks IHL has no liability and/or responsibility for registration refunds and/or fees/penalties for cancellation and/or modification for travel associated with the cancelled course.

Returned Checks

When a registrant pays for a Brooks IHL CEU course with a check that is returned for insufficient funds, the registrant will be charged and held responsible to pay a \$25.00 service fee regardless if they pay for the course via another means.

Unsatisfactory Service

Course Provided by Brooks IHL

If an individual attends a Brooks IHL CEU course and feels that the services provided did not meet the objectives outlined in the Brooks IHL course advertisement, a complaint can be filed via email: info@BrooksIHL.org. The complaint must be filed within one week of the course date. The Brooks IHL will review the complaint and investigate why objectives were not met. If all parties agree that Brooks IHL is at fault for the failure to meet the advertised course objectives, a full refund will be provided to the individual.

Course Hosted by Brooks IHL

If Brooks IHL hosts a course provided by an outside vendor, and an individual feels that the services provided did not meet the objectives outlined in the advertisement, Brooks IHL is not responsible for issuing a refund to the individual. The course provider is responsible for conflict resolution. Brooks has no liability and/or responsibility for registration refunds and/or fees/penalties for cancellation and/or modification for travel associated with the course that does not meet advertised objectives.