

BIG I NEW YORK/CONNECTICUT EDUCATION

CANCELLATION POLICIES

All cancellation requests for NY & CT must be in writing and can be emailed to BigINY-CT@biginy.org.

The following cancellation policies are adhered to:

Seminars

- Full credit toward another seminar will be allowed for cancellation requests received at least 3 business days before a seminar minus the cost of your book (if sent in advance).
- Any cancellation request received less than 3 business days prior to the seminar will receive a 50% credit minus the cost of your book (if sent in advance).
- Credits expire 6 months after the date of the cancelled seminar.
- Cancellation requests received on or after the date of the seminar will NOT be eligible for credit.

Webinars

- Full credit toward another seminar will be allowed for cancellation requests received before the link is sent.
- Credits expire 6 months after the date of the cancelled webinar.
- Any cancellation requests received after the link has been sent will NOT be eligible for credit.

Events

- Cancellations must be in writing and received by Big I NY no later than 72 hours prior to the start of the conference to receive a full refund.
- Requests received with less than 72 hours notice will receive a 50% refund.
- No refund will be granted as of the date of the conference.

On-Demand Webinars and Downloadable Products

- Cancellations WILL NOT be accepted due to the immediate release of the link.

Membership Dues

- All dues are fully earned and non-refundable.

Using Credits

- Don't register online to use the credits, send an email to edu@biginy.org including the person to be using the credit, and the class or webinar that you'd like us to apply the credit to. We will do the registration manually and apply the credit.
- Credits cannot be used towards ABEN or VU webinars
- Credits can be applied to any agency staff