

Southface Workshop Refund and Cancellation Policy

The following refund policy applies to all Southface training courses. The policy does not apply to Southface events or programs such as Greenprints Conference and Tradeshow, Sustainable Atlanta Round Table and Visionary Dinner. For event-specific refund policies, please contact Southface at 404-872-3549 **before** registering for the event.

Refunds

Cancellation requests submitted in writing to registration@southface.org at least **5 business days before** the start of the workshop will receive an 80% refund. Cancellation requests received **less than 5 business days before** the start of the workshop will receive a 50% refund. **NO REFUNDS** will be issued on or after the start date of the workshop.

Transfers

Southface will permit a ONE-TIME ONLY workshop registration transfer without financial penalty. Transfers may only be made based on workshop dates, not workshop content. Any additional transfer thereafter will incur a transfer fee assessed at 25% of course tuition or \$65, whichever is less, per registration. Transfer requests must be submitted in writing to registration@southface.org at least **5 business days before** the start of the workshop. Transfer offer expires 6 months from the start date of the course and if no action is taken during this 6 month grace period, you will forfeit your tuition.

Transfer requests received **less than 5 business days before** the start of the workshop will be processed as refund requests and will receive a 50% refund.

Replacements

Participants unable to attend a workshop may send a replacement. Replacement requests must be submitted in writing to registration@southface.org before 12PM the day prior to the workshop and include original participant name and contact information and replacement participant name and contact information. The replacement must meet the requirements for the workshop.

All Requests

Please allow up to 5 business days for refund, transfer or replacement request to be processed.

Southface reserves the right to CANCEL and/or RESCHEDULE any training at any time. In the event Southface cancels a scheduled workshop, we will notify all registered participants immediately, and provide either a full refund or free transfer.

Southface does not refund travel, lodging and/or meal expenses in the event of a workshop cancellation. Southface recommends booking refundable travel arrangements.