

KCM Professional Learning Experiences Cancellation Policy

KCM professional learning experience (PLE) registrations that have an associated cost are non-refundable.

If you have registered for a PLE, but find that you are no longer able to attend, you will need to contact KCM in writing at kcm@nku.edu **immediately**. If your request is received in writing **at least 4 weeks before the first PLE date**, the following two options will be available:

- If there is a wait list for the event and we are able to find a participant to take your place from that list, we will substitute that person and provide a refund if your registration has already been paid.
- If there is no wait list for the event, you will be responsible for finding a substitute to take your place for the **entirety** of the course. If a substitute cannot be found, you will be charged for the PLE.

We recognize that extreme extenuating circumstances arise at times that result in you being unable to attend a PLE for which you are registered. If you feel that your situation qualifies as an extreme extenuating circumstance, you may petition for a refund. Your request must be in writing and signed by your school principal, and then forwarded to kcm@nku.edu. This process does not guarantee a refund, but will be reviewed and determined on an individual basis.

We appreciate your cooperation, and please do not hesitate to contact KCM if you have any questions. Thank you.