CANCELLATIONS

Cancellation Policy

i. External users, defined as institutions and organizations outside of, or not affiliated with, Rush University Medical Center:
   a. Clients must e-mail or call in all course or event cancellations to the RCCSS managers at least five business days prior to the scheduled date of the course or event.
   b. Cancellations occurring less than five business days prior to the scheduled start time of the course or event will incur a cancellation fee of 100 percent of charges, as agreed upon in the Pricing Contract.
   c. Course instructors and/or event leaders are responsible for notifying attendees in the case that a course or event is cancelled.
   d. Attendees should notify the course instructors/event leaders, not RCCSS staff, if they are unable to attend a course or event.

ii. Internal users, defined as organizations and departments within and affiliated with Rush University Medical Center:
   a. Clients must e-mail or call in all event cancellations to the RCCSS managers at least three business days prior to the scheduled start time of the course or event.
   b. Cancellations occurring less than three business days prior to the scheduled start time of the course or event will incur a cancellation fee of 25 percent of charges.
   c. Cancellations occurring less than one business day prior to the scheduled start time of the course or event will incur a cancellation fee of 50 percent of charges.
   d. Course instructors are responsible for notifying participants/learners in the case that a course or event is cancelled.
   e. Participants should notify the course instructor, not RCCSS staff, if they are unable to attend a course.