



## **LMVT Effective Supervisor Cancellation Policy**

### **Huntsville**

To receive a full refund, the registering party must send written notice of cancellation by e-mail to [jcobb@lehrmiddlebrooks.com](mailto:jcobb@lehrmiddlebrooks.com) by 3:00pm Central time *seven* calendar days prior to the program. Any cancellation received after this time but before 8:00am Central on the business day before the program begins is non-refundable but may be transferred to a subsequent Effective Supervisor program within the same calendar year, subject to availability. Transfers to Decatur may be finalized immediately; however, due to more limited capacity at the Birmingham site, we can finalize transfers to that program only if there are openings at 7 days before the event. Non-refundable registration fees that a customer does not transfer can be partially applied to future programs in 2025 (50% credit per registrant). Alternatively, full value of non-refundable registration fees that a customer does not transfer or use for a discount at a future program can be applied as a discount to in-house or virtual Effective Supervisor presentations scheduled to be completed prior to May 1, 2025. The final cost of in-house or virtual presentations depends on travel time (if applicable), if extensive customization of the presentation is requested, and other factors which may affect hard costs or the presenter's time away from work/home. Cancellations occurring after 8:00am Central on the business day before the program begins will not be eligible for a refund, transfer to another location, partial credit for a future program, or as a discount for an in-house or virtual program.

### **Birmingham**

To receive a full refund, the registering party must send written notice of cancellation by e-mail to [jcobb@lehrmiddlebrooks.com](mailto:jcobb@lehrmiddlebrooks.com) by 3:00pm Central time *seven* calendar days prior to the program. Any cancellation received after this time but before 8:00am Central on the business day before the program begins is non-refundable but may be transferred to the Decatur Effective Supervisor program to be held later in 2024, subject to availability at the time transfer is requested. Non-refundable registration fees that a customer does not transfer can be partially applied to future programs in 2025 (50% credit per registrant). Alternatively, full value of non-refundable registration fees that a customer does not transfer or use for a discount at a future program can be applied as a discount to in-house or virtual Effective Supervisor presentations scheduled to be completed prior to May 1, 2025. The final cost of in-house or virtual presentations depends on travel time (if applicable), if extensive customization of the presentation is requested, and other factors which may affect hard costs or the presenter's time away from work/home. Cancellations occurring after 8:00am Central on the business day before the program begins will not be eligible for a refund, transfer to another location, partial credit for a future program, or as a discount for an in-house or virtual program.

### **Decatur**

To receive a full refund, the registering party must send written notice of cancellation by e-mail to [jcobb@lehrmiddlebrooks.com](mailto:jcobb@lehrmiddlebrooks.com) by 3:00pm Central time *seven* calendar days prior to the program. Any cancellation received after this time but before 8:00am Central on the business day before the program begins is non-refundable. Non-refundable registration fees can be partially applied to future programs in 2025 (50% credit per registrant). Alternatively, full value of non-refundable registration fees that a customer does not use for a discount at a future program can be applied as a discount to in-house or virtual Effective Supervisor presentations scheduled to be completed prior to May 1, 2025. The final cost of in-house or virtual presentations depends on travel time (if applicable), if extensive customization of the presentation is requested, and other factors which may affect hard costs or the presenter's time away from



work/home. Cancellations occurring after 8:00am Central on the business day before the program begins will not be eligible for a refund, partial credit for a future program, or as a discount for an in-house or virtual program.

### **Dothan**

To receive a full refund, the registering party must send written notice of cancellation by e-mail to [jcobb@lehrmiddlebrooks.com](mailto:jcobb@lehrmiddlebrooks.com) by 3:00pm Central time *ten* calendar days prior to the Dothan program. Any cancellation received after this time but before 8:00am Central on the business day before the program begins is non-refundable but may be transferred a subsequent Effective Supervisor program within the same calendar year, subject to availability. Transfers to the Huntsville or Decatur programs may be finalized immediately; however, due to more limited capacity at the Birmingham site, we can finalize transfers to that program only if there are openings at 7 days before the event. Non-refundable registration fees that a customer does not transfer can be partially applied to future programs in 2025 (50% credit per registrant). Alternatively, full value of non-refundable registration fees that a customer does not transfer or use for a discount at a future program can be applied as a discount to in-house or virtual Effective Supervisor presentations scheduled to be completed prior to May 1, 2025. The final cost of in-house or virtual presentations depends on travel time (if applicable), if extensive customization of the presentation is requested, and other factors which may affect hard costs or the presenter's time away from work/home. Cancellations occurring after 8:00am Central on the business day before the program begins will not be eligible for a refund, transfer to another location, partial credit for a future program, or as a discount for an in-house or virtual program.