**Families Forward Virginia**

Training Registration Policy

Participant registration for Families Forward trainings will be maintained by the Program Manager unless otherwise stated. All trainings are to be filled on a first-come, first-served basis.

Payment: Training registrations requiring payment must be paid in advance in order to guarantee a reservation. Families Forward understands that some state government agencies are not able to make online or credit card payments and therefore may be exempt from advance payment. These agencies are required to submit a formal request by completing the Invoice Request Form and submitting it to the Program Manager. Each request will be reviewed and approved on a case-by-case basis.

Registration payment may be submitted through the following methods:

1. Credit Card
   1. Through Institute website *(preferred)*
   2. Through invoice
2. Check

Invoices: Invoices are available upon request. An Invoice Request Form must be submitted by an agency no less than three weeks prior to the training date. The Invoice Request Form should be completed and returned to the Program Manager within three business days of its distribution to the requesting agency. After approval, the Program Manager will submit the completed Invoice Request Form to the Finance department. Finance is responsible for sending the invoice to the agency within two business days from the date it was submitted and for any follow up activities regarding payment.

Late Fees: A *late registration fee* *of 5%* will be charged to an agency that attends training and fails to register the participant(s) prior to the event date.

*A late payment fee* *of 5%* will be charged for balances over 30 days due unless other payment arrangements have been made. A courtesy call will be made by the Finance department after 21 days.

Agencies with outstanding balances of 60 days or more will not be permitted to register for future trainings until the unpaid balance is paid in full.

Cancellation: With the exception of emergency situations, a *cancellation fee of 50%* will be charged if a registration cancellation is received less than 7 business days prior to the training date.

Transfers: Transfer of a paid registration to a future training of the same kind is only permitted if cancellation has been made due to an emergency situation. All other transfers are prohibited.

Replacements: An agency which has already registered a participant for a training may replace him or her with a different participant from the agency in the case that the original participant cannot attend. The agency must communicate any registration changes to the Program Manager with advance notice. If an agency replacement is unable to attend, a waiting list will be maintained and the next available person will be notified should a cancellation occur and space becomes available.

Credits: Effective March 28, 2018, Families Forward will no longer grant a credit system for trainings.