*Families Forward Virginia Training Registration Policy*

*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*

*a. Through Institute website (preferred)*

*b. Taken over the phone*

*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 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, full refunds will only be issued with a cancellation of 14 days in advance of the training date.*

*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 case 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: An agency has up to 6 months to apply a past credit amount toward a future training; otherwise that credit becomes null and void. Effective March 28, 2018, Families Forward will no longer grant a credit system for trainings.*