



TDA Training: Ongoing Refund Policy

Virtual Training Cancellations

If you are not able to attend a training, you may send a substitute or receive full credit toward a future training, to use within one year. Substitutions must be in writing on organization letterhead with the name of the training and attendee name and received by TDA at least seven (7) calendar days before the training start date. If you cancel your registration, you must notify TDA in writing at least 30 calendar days before the start date of the training. If you cancel less than 30 days before the start date of this training, a cancellation fee of 50% of the registration fee will be applied. If you do not notify TDA in writing, you are responsible for the entire registration fee.

TDA reserves the right to cancel training at any time. If a virtual training is canceled by TDA, registration fees will be refunded or credited in full.

In-Person Training Cancellations

Effective for all in-person trainings scheduled on or after September 1, 2025:

If you are unable to attend an in-person training, you may:

- Send a substitute, or
- Receive full credit toward a future training (to be used within one year), **only if cancellation is made more than 30 calendar days before the training date.**

Substitutions must be submitted in writing on organization letterhead, including the training name, location, and the attendee's name, and received by TDA at least **ten (10) business days** before the training start date.



If you cancel your registration, you must notify TDA in writing at least **30 calendar days** before the training start date.

- **No refunds or credits** will be issued for cancellations made **within 30 calendar days** of the training date.
- If you do not notify TDA in writing, you are responsible for the **entire registration fee**.

TDA reserves the right to cancel in-person training at any time. If training is canceled by TDA, registration fees will be **refunded or credited in full**. TDA is not responsible for airfare, lodging, or other related expenses. Please do not make non-refundable travel arrangements until you receive a **formal confirmation** from TDA (your receipt is not a confirmation). We strongly encourage the purchase of **refundable airfare**.