

## RENEW PERSPECTIVES, LICENSED CLINICAL SOCIAL WORKER, P.C.

### REFUND, CANCELLATION POLICY, MISCELLANEOUS

#### 1. **Refund and Cancellation Policy for In-Person Courses (Lecture, Workshop, Training).**

Refunds less a 10% administration fee will only be given if written request is received within 3 days of registration. After that you will have course credit that never expires. No refund will be given once you have attended a class. No refund will be given for any course materials received. Upon written request, a check will be mailed to you within 14 business days. Written refund requests must include the following:

- Full name of Registrant
- Registrant's email address
- Course Number and Title
- Date and amount of payment
- Reason for refund request

Email refund request to: [info@renewperspectives.org](mailto:info@renewperspectives.org). Refund requests will be reviewed within five (5) working days of receipt. If the refund request is approved, a 10% administrative fee will be assessed prior to processing the refund. Questions or Complaints. For general questions or complaints regarding your registration, please contact: [info@renewperspectives.org](mailto:info@renewperspectives.org)

#### 2. **Refund, Cancellation, and Expiration Policy for Online Self-Study Courses.** A written refund request must be submitted within 10-days of purchase and prior to completing the course post-test. Written refund requests must include the following:

- Full name of registrant
- Registrant's email address
- Course title
- Date and amount of payment
- Reason for refund request

Send email refund request to [info@renewperspectives.org](mailto:info@renewperspectives.org)

- Refund requests will be reviewed within five (5) working days of receipt. If the refund request is approved, a 10% administrative fee will be assessed prior to processing the refund.
- Refund requests received more than (10) days after receipt of payment or after the post-test is passed will not be approved.

Expiration Date: course will be accessible up to two years from the date it was purchased.

#### 3. **Refund, Cancellation, and Expiration Policy for Webinars.** (1) Refunds for fee-based webinars, a full refund will be made to those paying a fee for access if formal notice of cancellation is received a minimum of 72-hours prior to the date of the live broadcasted webinar. (2) Refunds less a 10% administration fee will only be given if written request is received within 72-hours of registration. After that you will have course credit that never expires. (3) No refunds for No-Shows. Although webinar recordings will be accessible up to 7-10 days from the date it was recorded, in order to receive CEUs, you must attend and complete the live-interactive online training. (4) Cancellation Policy. Registrants unable to attend the webinar should notify Renew Perspectives, LCSW, P.C. at least 3 business days (Mon-Fri 9am-5pm U.S. Eastern Time) prior to the webinar date by emailing: [info@renewperspectives.org](mailto:info@renewperspectives.org) or calling (212) 947-7111 x266. Once a webinar is underway, you and/or your institution are responsible for the webinar registration fee. (5) Expiration Date. Webinar recordings will be accessible up to

7-10 days from the date it was recorded—the recording date is equivalent to the date of the live broadcast. All Renew Perspectives, LCSW, P.C. webinars are subject to demand. Renew Perspectives, LCSW, P.C. reserves the right to cancel or postpone webinars at short notice at no loss or liability where, in its absolute discretion, it deems this necessary. Renew Perspectives will issue 100% of registration refund should cancellation be necessary. Webinars will be available on demand 7-10 days following a live event. Questions or Complaints: For general questions or complaints, please contact [info@renewperspectives.org](mailto:info@renewperspectives.org). For Technical Support with registration and troubleshooting, please contact GoToTraining: 1(888) 646-0014.

4. **Webinar Technical Support.** All requests for technical support are to be placed with GoToTraining, directly. Renew Perspectives, LCSW, P.C. is not responsible or liable for any technical difficulties registrants may incur. Registrant is responsible for making sure that their personal computers meet system requirements (i.e. operating system, web browser compatibility, etc.) for GoToTraining platform. (1) Disclaimer: System Requirements In order to participate in this online course, your computer operating system must be equipped with an updated web browser - disable pop-up blockers to allow course materials through, such as:

- Google Chrome
- Firefox
- Safari
- Internet Explorer

High Speed Internet Connection - broadband or wireless, such as:

- Adobe PDF Reader - for, slides, handouts, CE Certificates
- Current version of QuickTime and Adobe Flash Player - for audio/video courses

Renew Perspectives, LCSW, P.C. is not responsible for troubleshooting technical difficulties. In the event of any system related concerns, contact- GoToTraining: 1(888) 646-0014.

5. **Licensees' Responsibilities and Continuing Education Credits (CEUs).** (1) Licensees' Responsibilities. Please state your name and credentials (LMSW, LCSW, etc.) as it appears on your license. This information will be automatically uploaded to the certificate generated by GoToTraining. Your official certificate will be emailed by Renew Perspectives, LCSW, P.C. within 5-10 business days upon completing the course. Please hold on to this certificate for your records. In the event that you are audited by the state, you may need to submit your certificate for their review. (2) Continuing education requirements vary from state to state and change periodically. It is the responsibility of licensees to ensure courses meet their licensing state's specific CE requirements. In accordance with New York State Education Department Social Work Board, CEUs can only be issued to those who have attended the entire live-interactive training and successfully completed required coursework (pre-test, post-test). A certificate will not be issued if the registrant does not meet the required number of contact hours. The organizer [Renew Perspectives, LCSW, P.C] will be able to confirm registrants' user activity via GoToTraining computer generated statistical reports. A Post-test score of 80% or better is required to qualify and obtain your official certificate of completion. A certificate will not be issued if the registrant does not achieve a passing score. You will have to re-take the post-test until a passing score is achieved. There are multiple attempts to achieve a passing score.

6. **Code of Conduct for Professional Registration.** Renew Perspectives, LCSW, P.C. recognizes that many of the webinar participants may be licensed in their profession and that participation in the Renew Perspectives, LCSW, P.C. webinar may be done to accumulate credits

that are needed to maintain the professional registrations. Many of the professional organizations and/or accrediting bodies that handle such professional licenses have adopted a code of conduct to which all members must obey. Renew Perspectives, LCSW, P.C. reserves the right to notify such professional organizations and/or accrediting bodies when it becomes aware of a member acting in manner that Renew Perspectives, LCSW, P.C. believes breaches the code of conduct such as obtaining unauthorized access to the Renew Perspectives, LCSW, P.C. webinar(s) and/or claiming continuing education credits when not properly registered for the Renew Perspectives, LCSW, P.C. webinar(s).