Cancellation Policies

By registering for any class, you acknowledge you have read and accept RIVCO HR Talent Management’s cancellation policies.

Most County Mandated and all Career & Personal Development courses must be cancelled at least 7 business days prior to the course start date (county holidays and weekends excluded).

Academies must be cancelled at least 30 calendar days prior to the Academy/course start date.

If cancellation requirements are not met in accordance with the policies provided above, the following fees will be billed to your department:

**No Show or Late Cancellation**

A $25 No Show or Late Cancellation Fee is billed for instructor-led County-mandated training courses. There is no fee for cancelling online self-paced training.

The full course or academy cost is billed for No Show or Late Cancellation of Career & Personal Development courses and Academies.

**Rescheduling/Makeup Classes**

A $30 per course rebooking fee is charged for all requests to reschedule or make up missed training that must be processed by an Administrator, regardless of reason- no exceptions. This fee is in addition to the course cost.

Written authorization from your supervisor or manager is required prior to rescheduling or registering in a makeup class. The required form follows this policy. Your supervisor should complete, sign, and return it to CORLearning@rivco.org.

All makeup classes must be completed within the same fiscal year as the original enrollment. Courses made up in subsequent fiscal years will be billed at the full individual course fee. Availability of makeup classes is not guaranteed.

**Late Arrival Policy**

Students who arrive to class more than 10 minutes after the scheduled start time are considered late and may not receive credit for the course.

**Refund Policy**

Refunds will be issued for classes cancelled on time, as defined above. Please allow 30 days for processing. Refunds will not be made for requests received after the cancellation date.

Refund requests should be submitted to CORLearning@rivco.org. Please make sure that you have carefully read the Cancellation Policies section prior to submitting a request.

**Payment Methods:** Journal entry to department; Check/Money Order made payable to: County of Riverside Human Resources; Cash

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