



## **ServSafe Course Cancellation Policy**

PA Tourism & Lodging Association has a strict cancellation policy for all PTLA sponsored ServSafe® classes. **No exceptions will be made.**

**All registrations must be paid in full at least 15 days prior to the course date.**

**- Registration fees will not be collected on the day of the course.**

- Cancellations made 15 or more days before the class date will be refunded in full. All materials mailed prior to 15 or more days before the class must be mailed back by traceable means and unopened in order to receive a full refund.
- Cancellations made 14 days or less prior to course date will be charged a \$70.00 cancellation fee. Materials must be mailed back by traceable means and unopened. Otherwise, the cost of the book will be assessed to the participant.
- No shows will not receive a refund but are eligible to attend another class.
- If you are unable to attend the class, you may send someone else from your establishment in your place at no charge. Please call the PTLA office at your earliest convenience to give the participant's name. Additional materials will not be mailed to the new participant if already mailed to the currently registered participant from your property. Please be sure to pass on the materials and instructions/directions to the new participant.
- In the event of inclement weather, the class will only be cancelled if the school district in that area is closed.