

HERS VIRTUAL WORKSHOP AND VIRTUAL PROGRAM SERIES CANCELLATION AND REFUND POLICY

We at HERS value our attendees and strive to provide them with the best possible experience at our programs. We understand that unforeseen circumstances may arise, and you may need to cancel your attendance at a HERS virtual workshop or a HERS virtual program series. Therefore, we have developed a comprehensive cancellation and refund policy to ensure that our attendees have a clear understanding of our cancellation and refund procedures. The terms of this Agreement apply to all HERS virtual workshops and HERS virtual program series.

1. Cancellation of HERS Virtual Workshop or Virtual Program Series Registration

1.1 Cancellation of a HERS Virtual Workshop Registration

Virtual workshops refer to a one-day, one-time virtual program, not a workshop that is part of a longer program series. If you need to cancel your registration for a HERS Virtual Workshop, you must do so in writing via email copying both our Budget Officer and the general HERS inbox (hers@hersnetwork.org) **no less than two weeks prior to the program start date**. HERS is unable to accept cancellations made over the phone or through any other means not otherwise allowable under this paragraph.

1.2 Cancellation of a HERS Virtual Program Series Registration

Virtual Program Series consist of more than one virtual workshop over two or more weeks. If you need to cancel your registration for a HERS Virtual Program Series, you must do so in writing via email copying both our Budget Officer and the general HERS inbox (hers@hersnetwork.org) **no less than three weeks prior to the program start date**. HERS is unable to accept cancellations made over the phone or through any other means not otherwise allowable under this paragraph.

2. Refund Policy

2.1 Virtual Workshop Program Fee Refund Eligibility

The fee for the program will be refunded to you in full less a \$75 processing fee if you cancel your registration no less than two weeks prior to the start date of the virtual program for which you registered. Cancellations less than two weeks prior to the program start date are not eligible for program fee refunds.

2.2 Virtual Program Series Fee Refund Eligibility

The fee for the program series will be refunded to you in full less a \$250 processing fee if you cancel your registration no less than three weeks prior to the start date of the virtual program series for which you registered. Cancellations less than three weeks prior to the program start date are not eligible for program fee refunds. Individual workshops on a particular date or set of dates within the program series are not eligible for refund.

2.3 Refund Processing Time

Once HERS receives your cancellation request, your refund will be processed within 14 business days. Please note that your bank or credit card issuer may need additional time to post the refund to your account.

2.4 Refund Method

HERS will refund your payment using the same method of payment that you used to register for the virtual workshop or virtual program series. If you paid by credit card, HERS will refund the credit card used for payment. If you paid by check or wire transfer, HERS will issue a refund check or transfer the funds to your bank account, respectively.

3. No-Show Policy

If you do not attend the virtual workshop or virtual program series in whole or in part and do not cancel your registration within the time period described in applicable sections 2.1 or 2.2, you will not be eligible for a refund. You will be responsible for the full program fee.

4. Force Majeure

HERS reserves the right to cancel or postpone all or a portion of the HERS virtual workshop or virtual program series due to unforeseen circumstances, such as natural disasters, acts of terrorism, or other events that are beyond our control. In such cases, HERS will notify all registered attendees as soon as possible and provide them with a refund of their registration fees that apply to the whole program or to a portion of it, whichever is affected by the unforeseen circumstances.

5. Liability

Unless otherwise provided in writing by HERS, HERS shall not be held liable for any expenses incurred by you, such as Internet or cellular carrier expenses, in the event of a cancellation or postponement of a HERS virtual program.

6. Governing Law

This Policy and all related documents, and all matters arising out of or relating to this Policy, whether sounding in contract, tort, or statute are governed by, and construed in accordance with, the laws of the State of Colorado (including its statutes of limitations), without giving effect to the conflict of laws provisions thereof to the extent that such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of Colorado.

7. Contact Information

If you have any questions about our HERS Virtual Workshop and HERS Virtual Program Series cancellation and refund policy, please contact us at HERS@hersnetwork.org.