Upstream Rehab Institute Cancellation and Refund Policy

Participant Cancellation:
● If notification of cancellation is received and confirmed prior to 14 days of course start date, the participant will incur a $50 administrative fee (Non-refundable and non-transferable) and the participant will receive a letter of credit for the balance of their course payment, this letter of credit will expire 12 months from the cancellation date. No monies will be refunded for cancellations in this time frame.
● If notification of cancellation is received <14 days prior to the course start date, the participant will incur a $100 administrative fee (non-refundable and non-transferable) and the participant will receive a letter of credit for the balance of their course payment, this letter of credit will expire 12 months from the cancellation date. No monies will be refunded for cancellations in this time frame.
● If the participant registered using a letter of credit, or if the participant has been transferred from another course, and the participant cancels, no amount can be transferred to another course, and no other letter of credit will be issued. All credits are forfeited, non-refundable and non-transferable.
● Registrants who no show for a course have 1 week (7 calendar days) after the course to notify Upstream Rehab Institute (URI) of their absence. At that time, registrants have the option to receive a letter of credit for the balance of their course payment (ie. minus the <14 day cancellation administration fee of $100), this letter of credit will expire 12 months from the missed course date. No monies will be refunded for this absence. Registrants who do not notify us of their absence within the allotted 7 days will forfeit all funds. Please note that course credits are non-refundable.
● Partial credit CEUs will NOT be awarded for partial attendance of courses.
● Neither URI nor host facility are responsible for any reimbursement of expenses incurred.

Course Cancellation:
Upstream Rehab Institute reserves the right to cancel any course. In the unlikely event of a cancellation, URI will issue a full refund of the registration fee, or full transfer to a new course date (within 12 months of the cancellation date of the original course). Neither URI nor host facility are responsible for any reimbursement of expense incurred by participant, including airline tickets or hotel accommodations.

If you have questions regarding this policy:
Please call (844) 855-0478 or email URI@upstreamrehabinstitute.com