

Credit Union Sales Intensive Cancellation Policy and Travel Recommendation

Due to complications caused by COVID-19 the following updates have been made to our event cancellation policy, including a travel recommendation.

Cancellation Policy - by Attendee:

Attendees

.who have registered for a SalesCU event or workshop, and have remitted a partial or full payment will be able to cancel up until 14 days prior to the event start date and receive a full refund upon written request.

Cancellations requested within 13 days or fewer of a SalesCU event or workshop will receive a credit to be used towards a future event, workshop, or other SalesCU product or service.

Cancellation Policy – by SalesCU:

Should an event or workshop need to be canceled by SalesCU for reasons within or without SalesCU's control, all attendees will be notified 30 days prior to the event start date if possible. Attendees will be given the option to request a full refund, or to receive a credit to a future event, workshop, or other SalesCU product or service.

Cancellations of an event or workshop due to COVID-19, or other situations which may be considered an Act of God may occur up to the day prior to the event. In all such cancellations attendees will be notified immediately and will be given the option for a full refund, or to receive a credit to a future event, workshop, or other SalesCU product or service.

In the event of a cancellation within the 30-day window, SalesCU may offer alternative solutions such as:

- Live-streaming the workshop
- Postponing the workshop
- Providing a training for your credit union team (additional charges may apply)

SalesCU will not be liable for any travel cancellation fees or other costs an attendee may be subject to due to the cancellation of an event or workshop.

Travel Purchasing Recommendations:

Due to the current uncertainty of the COVID-19 scare, and the possibility of an event cancellation within the 30-day window including up until the day before the event start date, SalesCU highly recommends that travelers purchase airfare, hotel stays, rental cars, and so forth which may be canceled at any time and for any reason, and which are fully refundable or offer a no-fee credit.