**Credit Union Sales Online Intensive Cancelation Policy and Travel Recommendation**

**Cancelation Policy - by Attendee:**

Attendees who have registered for a SalesCU online event or workshop, such as the Credit Union Sales Intensive, and have remitted a partial or full payment will be allowed to cancel up until 15 days before the event start date and receive a full refund upon written request. Please send cancelation requests to sales@salescu.com.

Cancelations requested within 14 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.

**Cancelation Policy – by SalesCU:**

Should an online event or workshop need to be canceled by SalesCU for reasons within or without SalesCU’s control, all attendees will be notified 10 days before the online 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.

Cancelations 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 before the event. In all such cancelations 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 cancelation within the 30-day window, SalesCU may offer alternative solutions such as:

* Postponing the workshop
* Providing training for your credit union team (additional charges may apply)

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