



Refund and Cancellation Policy

**Center for Effective Organizations
Marshall School of Business
University of Southern California**

**Center for Effective
Organizations**

General Refunds and Rollover of Executive Education Program Registration Fees

1. *Refunds are made in the same manner as payment was received. Credit card charges will be refunded to the same credit card used for payment. Refund checks will be issued for payments received by check.*
2. Cancellations received prior to stated registration deadlines incur a \$200 cancellation fee. The remaining registration fee will be refunded.
 - *Additional guidelines apply to the Strategic Organization Design Workshop and the Advanced Topics in Organization Design Workshop. See below.*
3. For cancellations received after registration deadlines, 50% of the registration fee will be refunded.
 - *Additional guidelines apply to the Strategic Organization Design Workshop and the Advanced Topics in Organization Design Workshop. See below.*
4. It may be possible to rollover the entire registration fee for future use, less the cancellation fee. Participants must speak to the program manager to discuss the possibility of rolling over registration fees.
5. Registration fees can be rolled over for 12 months from the time of the original seminar registration. After 12 months the registration fee is forfeit.
6. Rollover registration fees or any remaining balance from partially used rollover fees are non-refundable.
7. Registration fees are non-refundable for cancellations that occur within 5 working days prior to the start of a program and for no shows.
8. Any participant from the same company may use rollover registration fees.
9. **To Apply Rollover Registration Fees**
 - current seminar rates prevail at the time of re-registration; Any difference in fees is to be paid by the participant.
 - Participants who initially paid the sponsor company rate, but are not a sponsor at the time the rollover registration fee is applied, must pay the difference between the sponsor rate and the non-sponsor rate.
 - **HCEO Certificate exceptions:** HCEO participants who have paid for all of their courses in advance have 3 years to complete all their courses. These HCEO participants may change courses or cancel courses during this time period without paying additional registration fees.

Strategic Organization Design Workshop Guidelines

In addition to the general guidelines listed above, the following guidelines apply to the Strategic Organization Design Workshop:

1. Cancellations received prior to deadlines established for this program incur a cancellation fee of \$250. If you were sent pre-reading materials (book and cases) and would like to keep them, an additional charge of \$100 will be deducted from your paid fee OR you can return the materials at your own expense.
2. **To Apply Strategic Organization Design Workshop Rollover Registration Fees**
 - Rollover fees, less the cancellation fee, must be applied to the next offering of the Strategic Organization Design Workshop.

Advanced Topics in Organization Design Workshop Guidelines

In addition to the general guidelines listed above, the following guidelines apply to the Advanced Topics in Organization Design Workshop:

1. The cancellation deadline is 6 weeks before the start of the workshop.
2. Cancellations received prior to deadlines established for this program incur a \$1,000 cancellation fee.
3. It may be possible to rollover the entire registration fee for future use, less the \$1,000 cancellation fee. Participants must speak to the program manager to discuss the possibility of rolling over registration fees.
4. **To Apply Advanced Topics in Organization Design Workshop Rollover Registration Fees**
 - Rollover fees, less the \$1,000 cancellation fee, must be applied to the next offering of the Advanced Topics in Organization Design Workshop