

NIA's Understanding Specifications Virtual Course Cancellation Policy and Course Guidelines

Paid registrations canceled in writing at least 30 calendar days in advance of a class will receive a full refund, less a \$50 service fee. Paid registrations canceled in writing 29 to 14 days before a class will receive a refund of 50% of the registration fee. No refund or credit will be issued on cancellation requests received less than 14 days before a class begins. Transfers within 6 months of the original course date are permitted with a \$50 fee. Transfers may not be made less than 10 business days before a class begins. Transfer request must be submitted in writing* All cancellation and transfer fees are subject to change at any time. Applicable refunds will be issued after the stated course dates and, if applicable, after course materials are returned.

Course materials will be shipped directly to the student at the address provided to NIA when registering. NIA is not responsible for reshipping of materials if the address provided is not accurate. Any materials that are requested to be shipped outside of the continental United States will incur additional international shipping and handling fees, which are to be paid for by the student.

The National Insulation Association (NIA) holds the copyright for the name, logo, and the training course content and materials and is in the process of federally trademarking the program, logo, and program name. Pages, photos, or slides may not be reproduced, photocopied, or reprinted in any way without the written permission of NIA. If a student cancels the course after the student materials are shipped, the student will be responsible for sending NIA the unopened course materials and the shipping cost to return the materials to NIA within 10 days of the cancellation notice. If the course materials have been opened, an additional fee of \$100 will apply.

NIA sponsors Understanding Specifications (the Course) as a service to the commercial and industrial insulation industry. The Participant, recognizing that the NIA may audio and/or video record the course which the Participant attends and being aware of this expressly gives NIA permission to use Participant's name and any photo and/or video in which Participant appears, and any quotes from Participant, to present future virtual training programs of the Understanding Specifications course and/or to promote the course without further compensation or permission, except where prohibited by law. Further, the participant (i) understands that photos, video and/or quotes may be made available to print, video, Internet and other media, (ii) understands that photos and/or video may be captioned and that the caption may include, when appropriate, Participant's first and last name, and (iv) expressly releases, discharges, indemnifies and agrees to save harmless the Released Parties from and against any Claims arising, directly or indirectly, from the publication or use of such photos, video, quotes or Participant's likeness, including, without limitation, any claims for invasion of privacy or right of publicity, or loss or liability resulting there from.