

### **Workshop Cancellation Policy**

Occasionally, Child Care Resources Inc. may be required to cancel a learning event for one of the following reasons:

- There are fewer than the minimum number of participants registered for a learning event.
- An inclement weather advisory has been issued.
- An instructor has an emergency.

When a learning event is cancelled, participants will be notified by CCRI via telephone or email as soon as possible, and when feasible (i.e. not an emergency), at least one business day in advance.

In the event of cancellation by CCRI, participants have the following options regarding registration fees that have been paid:

- Transfer registration and payment to the same learning event at a later date (if available).
- Transfer registration and payment to another learning event.
- Credit the payment to another individual's registration payment for a learning event.
- Keep payment on file as a credit for future use. (Credit must be used within six months.)
- Request a refund.

### **Questions, Concerns and /or Complaints**

Email: [Training@childcareresourcesinc.org](mailto:Training@childcareresourcesinc.org)

Call: (704) 376-6697 ext. 134



# **Professional Development Policies & Procedures**

Child Care Resources Inc. works with families and communities to ensure that all children have access to high quality, affordable early learning and school-age opportunities and experiences that enable them to succeed in school and in life.

Child Care Resources Inc. provides myriad professional development opportunities that are available to all early care and education and school age child care practitioners in Mecklenburg, Cabarrus, and Union counties.

**Main Office, Mecklenburg County**  
4601 Park Road, Suite 500, Charlotte, NC 28209  
(704) 376-6697

**Cabarrus County Office**  
2353 Concord Lake Road, Suite 160, Concord, NC 28025  
(704) 786-1023

**Union County Office**  
105-A Cedar Street, Monroe, NC 28110  
(704) 238-8810

Website [www.childcareresourcesinc.org](http://www.childcareresourcesinc.org)



Funding provided by:



**child care  
resources  
inc.**

## Registration

Registration is limited and must be completed at least **one full business day\*** prior to a scheduled learning event. You may register for a learning event in one of the following ways:

1. Online  
Visit [www.childcaresourcesinc.org](http://www.childcaresourcesinc.org) and follow these directions:
  1. Click on the "Training Calendar" icon on the right side of the screen.
  2. Search for the training you would like to attend by scrolling through the monthly calendars.
  3. Click on the learning event you would like to attend, complete and submit the form.
  4. Bring your written confirmation to the session.

## 2 By Mail

Fully complete a registration form found in Child Care Resources Inc.'s quarterly training calendar. Send the completed form along with payment to: *Training Registrar, Child Care Resources Inc. 4601 Park Rd., Suite 500, Charlotte, NC 28209*

**Note: Your registration is not confirmed until you receive written confirmation.**

## 3 In-Person / On-Site

CCRI prefers that participants register online or by mail. When necessary, registration will be accepted in person at CCRI's main office in Charlotte. (In-person registration must be completed at least one full business day\* prior to learning event.) Please:

1. Complete registration form found in Child Care Resources' quarterly training calendar.
2. Place your payment in an envelope with your registration form. *Note: if paying with cash, we are not able to provide change.*
3. Give the sealed envelope to the receptionist.

## Payment

- Payment must be made with registration, at least **one full business day\*** prior to the event.
- Payments are accepted by credit card, check (made payable to CCRI), money order, or in cash (correct change only).
- A receipt for your payment will accompany written confirmation of your registration.
- Please note: Instructors are NOT permitted to accept payment at learning events.

### \*One full business day is defined as follows:

*By 5:00 pm Thursday for weekend events*

*By 5:00 pm Friday for Monday events*

*At least 24 hours prior to all other events*

## Cancellation & Refunds

- Participants must contact Training Registrar at least **one full business day\*** prior to learning event to cancel registration and receive credit.
- Participants may apply credit toward another event, receive a refund or send a substitute.
- To apply credit, request a refund or send a substitute participant, please call Training Registrar at (704) 376-6697 X 136 or email [registrar@childcaresourcesinc.org](mailto:registrar@childcaresourcesinc.org).
- Training Registrar must be informed of all substitutions in advance as follows:

*One hour prior to daytime events (M-F)*

*By noon for evening events (M-F)*

*By noon on Friday for weekend events*

- Registered participants who do not attend a session and have not cancelled per the policy contained herein will not receive a refund, nor will they be permitted to transfer registration fees to another learning event.

## Participant Guidelines

For learning events to be successful, participants are expected to follow these guidelines:

- Children are not permitted to attend learning

events.

- Participants should arrive 15 minutes prior to the start time of event. After 5-minute grace period, late arrivals are not permitted to enter.
- Electronic devices (cell phones, PDAs, CD players, etc.) must be silenced or turned off.
- Participants should be prepared for learning events. Please bring paper, pencil/pen, and written confirmation of registration.
- Participants are expected to actively engage in the session. Sleeping, texting or other non-participatory behavior is not acceptable.
- Disruptive behavior is not acceptable. CCRI will notify programs of any staff who disrupt learning events.

## Late Arrivals

- Events start promptly at published time. After the grace period, arrival is not permitted.
- Once an "Event Closed" sign has been posted on the door, new participants may not enter.
- Once a learning event has begun, participants are not permitted to allow entrance to others.

## Certificates for Learning Events

- Certificates are distributed to participants when the session concludes. For substitute participants, certificates may be mailed.
- For some learning events (ex: CEU courses), certificates are mailed after the learning event.
- For a period of two years following a learning event, replacement certificates are available for a fee of \$5.00.
- To obtain a replacement certificate, please email [registrar@childcaresourcesinc.org](mailto:registrar@childcaresourcesinc.org) and include the following information: Title of learning event, date of event, participant name and copy of receipt or written confirmation.
- All information listed above must be provided before any replacement certificates can be obtained.