

# Early & Bright Online Learning Policies and Procedures

## Section One: Cancellation and Refund Policies

1. In the event a program is canceled by the organization, a full refund will be issued to all registrants.
2. In the event a program is rescheduled by the organization, a full refund will be issued by request for anyone who can not attend the rescheduled session or does not wish to.
3. If a participant cancels registration, a full refund will be issued up to 48 hours before the session start time.
4. If a participant is not satisfied with a program, they can request a full refund within 14 days.
5. Requests made outside of the 14 day time frame will be individually evaluated. A decision to refund outside of 14 days is not guaranteed.

## Section Two: Complaint Policy

1. If a participant is not satisfied with a program, they can request a full refund within 14 days.
2. Requests made outside of the 14-day time frame will be individually evaluated. A decision to refund outside of 14 days is not guaranteed.
3. Email [support@earlyandbrightslp.com](mailto:support@earlyandbrightslp.com) to file a complaint or request a refund.