

Cancellation by Learner:

Notice of cancellation more than ten (10) full calendar days prior to the program is eligible for full refund without penalty. After a cancellation is made by the learner, a request for a refund check is immediately made by the Office Manager to the Finance Department. These check requests are made in writing and reimbursements are made once each week on Friday and mailed out that day.

Notice of cancellation on or after the tenth (10th) full calendar day prior to the program date is not eligible for refund. However, if the cancellation is due to illness a partial credit towards a conference occurring in the same fiscal year may be issued if Berkshire AHEC is notified before the close of business the day prior to the conference. Credits for cancellation due to illness will only be issued once per fiscal year per learner.

Cancellation by Berkshire AHEC

Berkshire AHEC reserves the right to cancel a program due to low registration, speaker illness, cancellation or other uncontrollable circumstances (weather, fire, no electricity...).

Notice of cancellation due to low registration will be provided to program registrants by phone and/or email by 3 days prior to the scheduled program.

Notice of cancellation due to speaker illness, cancellation or other uncontrollable circumstances will be provided to program registrants by phone as soon as Berkshire AHEC becomes aware of the need to cancel the program and will also be recorded on the agency website and telephone message. After an activity has been cancelled, a request for refund checks is immediately made by the Office Manager to the Finance Department. These check requests are made in writing and reimbursements are made once each week on Friday and mailed out that day.