

Oregon Intervention System  
Registration and Refund Policy

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### 1. Registration

- Interested parties request an application from [ois@asioregon.org](mailto:ois@asioregon.org)
- Complete the application and return to [ois@asioregon.org](mailto:ois@asioregon.org)
- The application is reviewed and approved by the Project Manager to ensure the applicant meets the minimum requirements.
- Once approved, an email is sent to the applicant with the details about the upcoming workshops. The applicant will choose which workshop works for them.
- The OIS Project sends a confirmation email once registration and payment are received.
- Class space is available on a first-come, first-served basis.
- Registration closes **60 days** before the class start date or when capacity is reached.

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### 2. Payment

- Payment is due at the time of registration unless prior arrangements have been approved in writing (typically via email) by the OIS Data Coordinator.
- Payment is completed via a check, money order, or cashier's check payable to Alternative Services, Inc.
- Your seat is not guaranteed without payment.

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### 3. Cancellations by Participant

To request a cancellation, participants must notify us in writing at [ois@asioregon.org](mailto:ois@asioregon.org)

Refunds are issued according to the schedule below:

Time Before Class Start	Refund Eligibility
More than 60 days prior	Full refund
45-59 days	50% refund
Less than 44 days	No refund offered

- Refunds will be processed within **30 days** via check.
  - Participants may request to transfer their registration to another scheduled workshop (if available) in lieu of a refund.
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#### **4. Transfers & Substitutions**

- Participants may transfer their registration to another person **up to 14 days** before the training at no additional cost. The substitute must complete an application and meet the minimum requirement.
  - Transfers requested after this window may be allowed at the discretion of the OIS Project.
  - All substitutions or workshop transfers must be requested in writing.
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#### **5. Cancellations by the Organizer**

- We reserve the right to cancel, reschedule, or move a workshop due to low enrollment, instructor availability, or unforeseen circumstances. Workshops scheduled in rural areas may be moved to a Portland location. We make every effort to give 45-day notification if this occurs, but this is not guaranteed.
  - In the event of cancellation, reschedule, or move, participants may choose either:
    - A full refund, or
    - Transfer to another available workshop at no additional cost.
  - We are not responsible for travel, accommodation, or other costs incurred due to class cancellations. We highly recommend making refundable hotel reservations.
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#### **6. No-Show Policy**

Participants who do not attend the workshop will be considered no-shows and are **not eligible for a refund or transfer**.

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#### **7. Special Accommodations**

Participants needing accommodations for accessibility or other reasons should contact us at [ois@asioregon.org](mailto:ois@asioregon.org) at least **45 days** prior to the class.