

Oregon Intervention System
Registration and Refund Policy

1. Registration

- Interested parties request an application from ois@asioregon.org
- Complete the application and return to 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.

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.

3. Cancellations by Participant

To request a cancellation, participants must notify us in writing at 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.

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.

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.

6. No-Show Policy

Participants who do not attend the entire 4-day workshop will be considered no-shows and are **not eligible for a refund or transfer**.

7. Candidate Refund Policy

Instructor candidates who attend the 4-day workshop but do not complete the candidacy process, for any reason, are **not eligible for a refund** of program fees or reimbursement of any other costs incurred during their candidacy.

8. Special Accommodations

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