

Memorial

BrainWorksSM

Memorial BrainWorks refund policy:

Refunds for classes, workshops, seminars and other programs or activities are issued according to the following schedule:

Weeks out from event	Percent of registration fee refunded. **
6 + weeks	100%
5+ weeks	100% - \$15.00 admin fee to process refund
4+ weeks	80%
3+ weeks	75%
2+ weeks	60%
1+ week	50%
Less than one week	0%

** Please note that if you don't cancel and don't attend, you are still responsible for payment. For individuals who have been offered a complementary class in exchange for participation in research, or for whatever reason, if you don't cancel and don't attend, the BrainWorks obligation to offer that class is considered fulfilled.

Refunds are **not provided on** punch cards for any types of programs with unused punches, books, or other retail products. Memorial employees and departments are not exempt from this policy.

Monthly membership fees paid on a monthly basis are not refundable. Membership will terminate at the end of the last month paid for with notice made 2 weeks in advance. If less than two weeks notice is given, an administrative fee of 50% of one month will be withheld.

Unused monthly membership fees paid for in increments of multiple months paid in advance and thus qualifying for a discount per month (ex. Pay for a full year and receive that year at a reduced rate) are refundable at the discounted per unused month rate minus a service fee of 2 months.

Any fee paid directly to any external vendor utilizing a discount code or coupon provided by Memorial BrainWorks is not refundable by or through BrainWorks. Any refund would have to be negotiated with the vendor directly. BrainWorks is not responsible for any policies or procedures established by outside vendors.

Substitutions: If you are unable to attend, you may choose to send a substitute for your paid registration.

If a program is cancelled by Memorial BrainWorks, you will be provided the option of a full refund or a credit toward another program of equal value.