Cancellation Policy:

Payment is transferable. A class attendee can request in writing, their payment and seat be applied to another attendee within the same company / organization for the same class.

If an attendee registered for training through their employer has resigned or is terminated by their employer, after registering and before the class date, the employer may transfer the payment and seat to another attendee for the same class.

Class attendees should not make travel arrangements prior to receiving confirmation of payment and registration.

If the minimum class size is not met, the class is subject to cancellation. At which time, employers / attendees must request in writing a request for a full refund.

United Staging & Rigging, along with hosted instructors will make all reasonable attempts to keep class dates as scheduled. However, classes are subject to cancellation for unforeseen circumstances.

Should an attendee cancel within 5 business days of the start of the class, including the day of class they are registered for, no refund will be provided.

A 75% refund may be issued, with request submitted in writing, if notification is received prior to the 5 business day stipulation as noted above.

Class attendees are expected to conduct themselves appropriately and safely in and around the class environment. If a United Staging & Rigging team member determines that an attendee is behaving inappropriately, such as to disturb the training session, as to distract the other attendees and/or instructors, or jeopardizes the safety of others at the class, the offending attendee will be asked to leave, with no right to receive a certificate, certification, or refund.

Attendees must arrive at each training session on time.

Qualifying Exceptions to Guidelines Noted Above:

1) Death of an attendee or immediate family member.
2) Travel delays / cancellations outside of the attendee's reasonable control, including those from flight cancellations and/or severe weather.
3) If an attendee is too ill to attend AND is contagious as to affect the health of others at the class, a 50% refund may be requested in writing within in 5 business days of the class which was missed.

Please contact Todd McDonald tmcdonald@unitedstaging.com with questions about our refund and cancellation policy.

United Staging & Rigging reserves the right to review each case on an individual bases.