

GEORGIA WATER & WASTEWATER INSTITUTE (GWVI) POLICIES

As of 1/4/22

Cancellation Policy:

Our classrooms have limited seating. For this reason, we require a minimum notice for cancellations. Cancellation requests must be received at least two weeks prior to the start of the course in order to receive a full refund. Cancellations received at least one week prior to the start of the course will be eligible to receive only a 50% refund. We will be unable to provide refunds for cancellations received less than one week prior to the course.

Course Cancellation Policy:

Due to current staff shortages, our class schedules may change on short notice. Please keep this in mind when making hotel reservations to avoid costs associated with cancellations. GWVI is not responsible for non-refundable hotel deposits.

Records Retention Policy:

GWVI policy dictates that all course registration and roster records are maintained for a minimum period of three years. It is our goal to retain class roster information for as long as possible. Training certificate replacements will be guaranteed if the course occurred three years or less from the date of the request to replace. We will try to recover and replace training certificates that were issued more than three years ago. In most cases, we do have class roster records to verify certificate replacement. There is a \$25 fee associated with issuance of replacement certificates.

Course Delivery Modification Policy:

GWVI reserves the right to modify our course delivery method during emergency situations. In most cases, the course delivery will be converted to live online for the shortest period possible to be the least disruptive. Severe inclement weather can be considered an emergency situation.

Digital Distribution of Course Materials Policy:

GWVI basic method for course materials distribution to live webinar students is digital format. Online classes will provide students with digital course materials when available and students will have no option to receive paper copies. Students may purchase hard copies through our marketplace under student resources. In-person classes are more likely to have paper course materials provided.