

# West Virginia Rural Water Association

## POLICY AND PROCEDURES FOR REGISTRATION AND CANCELLATION OF TRAINING CLASSES OFFERED BY THE ASSOCIATION

### I. Purpose

The purpose of this policy is to establish specific criteria, controls, and notification methods for the process to be used when registration and cancellation of class registrations for any training class offered by West Virginia Rural Water Association (WVRWA) is required. In general, this policy will cover the process involved in using the online registration and cancellation features found on the West Virginia Rural Water Association's web site under the Training button. The policy will also outline the rules covering the time frame for registration and cancellation, the penalties involved when the time frame for registration or cancellation is not met and defines acceptable reasons for failure to comply with this policy. The policy sets forth the cost associated with a request to replace a lost certificate from any WVRWA training class.

### II. Definitions:

- A. Attendee: Any person who attends any training provided by WVRWA.
- B. Cancellation: The act of online completion and proper submission of a request to be deleted from the class roster of a specific training class. **Cancellations shall only be made using the online process.**
- C. Registrant: Any person who successfully completes either the online registration process or whose application for attendance at a WVRWA seminar is accepted by WVRWA.
- D. Registration: The act of completion and proper submission of a request to be placed on the class roster for a specific training class. Registration may be accomplished by contacting WVRWA by telephone, email, online, in person or by fax.
- E. Electronic Online Cancellation: The web page featured on the WVRWA's web site, found at [www.wvrwa.org](http://www.wvrwa.org) under the Training button.
- F. Training class: Any class, regardless of program or teacher, which is sponsored by WVRWA.

### **III. Policy**

#### **A. Registration**

1. All classes shall be registered for by the registrant no later than two business days prior to the starting day of the class in order to facilitate the preparation of all materials required for the class.
2. Registrations received after the deadline will not be accepted and the registrant will be informed of the next time the class is being taught.
3. Registration may be accomplished by contacting West Virginia Rural Water Association by telephone, email, using the online Registration button, found on the WVRWA web site, in person or by fax.
4. When registering for a class using the online feature, registrants must choose to register for a class or to cancel a class. Failure to complete the form in its entirety will result in rejection of the form.
5. It is the responsibility of the registrant or his designee, to provide all information required, including the acknowledgment of the receipt of this policy shown in Attachment I.
6. When registration is confirmed via the online system, registrants will receive a message on the screen which indicates a successful registration has been made.
7. Registration via the online system is confirmed when the online system sends an email to a designated WVRWA employee or employees.
8. The date on this confirmation email is the date that the registrant is registered.
9. Registration is confirmed by a WVRWA employee when registration is received in person or by fax, telephone, email. WVRWA will strive to confirm all registrations from these methods on the day they are received.

#### **B. Cancellation**

1. All cancellations must be made via the online cancellation system at [www.wvrwa.org](http://www.wvrwa.org). No faxed, email, text or email cancellations will be accepted by staff members of WVRWA. There will be no exceptions to this rule.

2. Cancellation of registrations will be accepted up to two business days prior to the beginning of any WVRWA class with no penalty.
3. Cancellations received within two business days of the training will result in the assessment of a \$100.00 fee against the registrant's system.
4. When cancelling a registration for a class using the online feature, individuals must choose to cancel a class. Failure to complete the form in its entirety will result in rejection of the form.
5. It is the responsibility of the registrant or his designee, to provide all information required, including the acknowledgement of the receipt of this policy shown in Attachment I.
6. When cancellation is confirmed via the online system, registrants will receive a message on the screen which indicates a successful cancellation has been made.
7. Cancellation of a registration via the online system is confirmed when the online system sends an email to a designated WVRWA employee or employees.
8. The date on this confirmation email is the date that the registrant's registration is cancelled.

C. Attendance in WVRWA training classes without prior registration.

1. It is important the WVRWA staff and other teachers know the size and makeup of any WVRWA training class prior to the actual day of the training. Professional courtesy is important in any teaching environment. In order to promote that professional courtesy to all WVRWA teachers, it is the policy of WVRWA that appearance in a WVRWA training class by any individual without properly utilizing the registration process outlined in Section III A will result in an invoice being rendered to the appearing person's employer in the amount of \$100.00. Certificates certifying the completion of West Virginia Bureau for Public Health Continuing Education Hours will be withheld until the invoice is paid.

D. Replacement of lost certificates.

1. In the event that any attendee of any WVRWA training class finds it necessary to request a replacement certificate, the individual requesting the certificate must pay a fee.

#### **IV. Exceptions to Cancellation Policy**

- A. WVRWA understands that unexpected events can happen to registrants which results in their inability to attend a WVRWA training class. WVRWA outlines some of those events below:
  - a. Unexpected illness of a member of the registrant's immediate family which results in a hospitalization.
  - b. Death of a member of the registrant's immediate family member.
- B. The decision as to whether or not the unexpected event warrants a waiver of this policy shall be at the sole discretion of the Executive Director of WVRWA. That decision will be communicated to the registrant via email.

#### **V. Payment**

- A. In the event that a registration or cancellation does not conform to the terms of this policy, WVRWA, in accordance with this policy, will render an invoice within 30 days of the non-compliant cancellation or registration to the registrant's employer. Terms of payment are net 30.
- B. A \$10.00 fee will be assessed for each replacement certificate requested. Replacement certificates will not be provided until payment of the fee is received in the WVRWA business office.

#### **VI. Policy Amendment or Revocation**

If at any time it appears to the West Virginia Rural Water Association that the needs of the Association are not being met in any respect, the Association may alter, amend or revoke this policy in any way it finds necessary or appropriate.

#### **VII. Hold Harmless Clause**

A member system shall indemnify and hold harmless WVRWA and its officers, agents, and employees from all suits, actions, losses, damages, claims, or liability of any character, type, or description, including without limiting the generality of the foregoing all expenses of litigation, court costs, and attorney's fees for injury or death to any person, or injury to any property, received or sustained by any person or persons or property, arising out of, or occasioned by the acts of WVRWA or its agents or employees, in the execution of this policy.

### **Supplements and Exceptions**

Supplements and exceptions to the policy may be revised at any time by the West Virginia Rural Water Association.

Appendix (I)



## **Acknowledgment of Receipt of Policy and Procedures for the Registration and Cancellation of Training Classes Offered by the Association**

The West Virginia Rural Water Association's Policy and Procedures for the Registration and Cancellation of Training Classes Offered by the Association (Policy) contains important information pertaining to WVRWA's training classes. I understand that if I have any questions about the information contained in any part of this policy I should consult with the Executive Director of the West Virginia Rural Water Association.

A copy of this policy has been given to me to review. I agree to familiarize myself with its contents and to comply with all of the information and requirements that have been provided.

I have received the Policy and Procedures for the Registration and Cancellation of Training Classes and I understand that it is my responsibility to read and comply with the procedures and requirements contained this Policy.

WVRWA Training Class Registrant (printed): \_\_\_\_\_

WVRWA Training Class Registrant (signature): \_\_\_\_\_

Date: \_\_\_\_\_