

WORKSHOP CANCELLATIONS

Occasionally, Child Care Resources Inc. may be required to cancel a learning event for one of the following reasons:

- There are fewer than the minimum number of participants registered for a learning event.
- An inclement weather advisory has been issued.
- An instructor has an emergency.

When a learning event is cancelled, participants will be notified by CCRI via telephone or email as soon as possible and when feasible (i.e. not an emergency), at least one business day in advance.

In the event of a cancellation by CCRI, participants have the following options regarding registration fees that have been paid:

- Transfer registration and payment to the same learning event at a later date (if possible)
- Transfer registration and payment to another learning event.
- Credit the payment to another individual's registration payment for a learning event.

Questions, concerns, or complaints:

Email: dmason@childcareresourcesinc.org
Phone: 704-348-2171



Child Care Resources Inc. works with families and communities to help ensure that all children have access to high-quality, affordable early learning and school-age opportunities and experiences that enable them to succeed in school and in life.

Child Care Resources Inc. provides a myriad of professional development opportunities that are available to all early care and education and school-age child care practitioners in Mecklenburg, Cabarrus, and Union counties.

Child Care Resources Inc.
4600 Park Road, Suite 400
Charlotte, NC 28209

www.childcareresourcesinc.org

CCRI Privacy Statement: The privacy of our training participants is of utmost importance to Child Care Resources Inc. All training participation information is confidential. All requests for information (transcripts and/or replacement certificates) must come from the participant. Third party requests will not be honored.



PROFESSIONAL DEVELOPMENT POLICIES AND PROCEDURES

MECKLENBURG, CABARRUS, & UNION - HOW TO REGISTER

Online at childcareresourcesinc.org:

- Click on the Training Calendar icon in the top righthand corner.
- Search for and click on the training session you would like to attend.
- Complete and submit the form and payment (credit card only). Your confirmation and receipt will be emailed.
- Bring your written confirmation to the session. Registration is not complete without a confirmation email.

By mail or in person: Fully complete the registration form found in Child Care Resources Inc.'s quarterly training catalog. Send or bring the completed form and payment to Child Care Resources Inc., 4600 Park Road, Suite 400, Charlotte NC 29209. Your registration is not complete until you receive written confirmation.

PAYMENT

- Payment must be made with registration at least one full business day prior to the event.
- Payments are accepted by credit card, check (made payable to CCRI), money order, or cash (correct change only)
- You will receive a receipt for your payment, along with written confirmation of your registration.
- Note: Instructors are not permitted to accept payment at learning events.

CANCELLATION & REFUNDS

- Participants must contact the training registrar at least one full business day prior to the learning event to cancel registration and receive credit.
- Participants may apply credit toward another event, receive a refund, or send a substitute. To do so, please contact the registrar at 704-348-2171 or dmason@childcareresourcesinc.org.
- The registrar must be informed of all substitutions in advance: *One hour prior to M-F daytime events; by noon for M-F evening events; by noon on Friday for weekend events*
- Registered participants who do not attend a session and have not cancelled per the policy contained herein will not receive a refund, nor will he or she be permitted to transfer registration fees to another learning event.

LATE ARRIVALS

- Events start promptly at the published time. After the grace period, admission is not permitted.
- Once a learning event has begun, participants are not permitted to enter or allow entrance to others.

PARTICIPANT GUIDELINES

- Children are not permitted to attend learning events.
- Participants should arrive 15 minutes prior to the start time of the event.
- Electronic devices must be silenced or turned off.
- Please bring paper, pencil/pen, and written confirmation of registration.
- Participants are expected to actively engage. Sleeping, texting, or other non-participatory behavior is not acceptable. Disruptive behavior is also unacceptable. CCRI will notify programs of any staff who disrupt learning events.

TRANSCRIPTS & CERTIFICATES

- Certificates are given to participants when the session concludes or may be mailed for substitute participants.
- Replacement certificates are available for three years after learning events.
- Transcripts detailing all learning events are free of charge for all events attended by a participant in 2011 or after. Transcripts must be requested by the participant and can be picked up at CCRI's Park Road office. Transcripts do not count for DCDEE credit hours.
- To obtain a replacement certificate or transcript, email dmason@childcareresourcesinc.org with the participant's name and employer. For certificates, provide the date and title of the training. For transcripts, include the date range of events desired.