



Learn From People Who Do This Work Every Day

Cancellation & Credit Policy

Webinars

Registrants unable to attend a webinar should [notify Housing First University](#) at least 2 business days prior to the webinar date in order to receive a credit to attend a future comparable training. If you are unable to attend a Housing First University webinar and do not notify Housing First University in advance of your cancellation request, you will be charged the nonrefundable registration fee, if applicable.

Exceptions may be made for registrants unable to attend due to unforeseen circumstances (e.g. inclement weather or illness). However, HFU reserves the right to determine the circumstances that warrant a registration fee waiver. Once a webinar is underway, you and/or your institution are responsible for the webinar registration fee.

If you are unable to log in to the webinar due to technical issues, please [contact Housing First University](#) for assistance as soon as possible. If we are unable to help you, we will issue you a credit to attend a future comparable training.

Each registration is for one individual only. In circumstances where an individual or organization completes payment for multiple users (other individuals), the Zoom registration link may only be shared with those paid individuals. Sharing the Zoom registration link with non-paying individuals will require subsequent payment and associated legal fees to recover payment. Sharing the unique Zoom attendance link with non-paying individuals may result in forfeiting your registration fees and ability to attend the webinar.

Continuing Education

In order to receive continuing education credit for an in-person training or webinar, participants must be present for the duration of the session, participate in all discussions, complete all polls/activities (if applicable), and submit a completed course evaluation within 48 hours of the session's conclusion. If these requirements are not met, participants will not receive continuing education credit, without

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exception, and you and/or your institution will be responsible for the webinar registration fee.

Registrants unable to meet the requirements for CE credit should [notify Housing First University](#) at least 2 business days prior to the webinar date. If you attend a webinar and do not complete the CE requirements, you may be responsible for the CE credit fee. Exceptions may be made for attendees unable to complete CE requirements due to unforeseen circumstances (e.g. inclement weather or illness) or glitches within the HFU training delivery system. The additional CE fee may be credited to a future paid training or webinar.

Registrants who complete payment for continuing education credit and are not eligible as licensed social workers are responsible for the CE credit fee and no refunds will be issued.

"No Charge" Webinars

Webinar class sizes are limited. If you are unable to attend a session you have registered for, [please contact us ASAP](#) so we can offer the seat to another person.

In-Person Training Sessions

Registrants unable to attend a training session should [notify Housing First University](#) at least two business days prior to the training date in order to receive a credit for a future training, if applicable. If you are unable to attend a Housing First University event and do not notify Housing First University in advance, you will be charged the registration fee, if applicable.

Exceptions may be made for registrants unable to attend due to unforeseen circumstances (e.g. inclement weather or illness). [Please contact Housing First University if you cannot attend.](#)

Cancellation Policy

If a Housing First University training session is cancelled due to low registration, inclement weather, or other unforeseen circumstances, participants will be notified and fees, if applicable, will be credited for a future training.

For questions or comments, please contact: training@pthpa.org

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