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**Live Wright Now, LLC**

**Fees, Cancellations, and Refunds**

* Payment of fees is expected at the time of registration
  + Costs of programs may vary, and will be clearly listed on all advertisements and communications
  + Presenter’s books or publications may be available at a discounted rate at in-person presentations while supplies last
    - Orders that require shipment may incur an additional fee for shipping and handling, which will be made known at the time of purchase
* Cancellation is done by sending an email to: Sarah@DrSarahEWright.com
  + Date of the cancellation will be determined by the time stamp on the email
* Full refund offered if cancellation is made at least 7 days prior to the scheduled event
* 50% refund offered if cancellation is made between 2 -7 days prior to the scheduled event
* 25% refund if cancellation is made the day before the event
* No refund if cancelling the day of the event or if the event is not attended
* If registration cost included a copy of the presenter’s book and cancellation has been requested after the book has been sent, the cost of that book and any shipping and handling costs will be deducted from the refund amount
* Exceptions will be made with documentation of illness or catastrophe

**Complaints and Disputes related to Programming**

* Complaints or concerns pertaining to any aspect of a presentation or the content shared therein are taken with the utmost consideration and respect
* The aggrieved person will first try to informally resolve the situation by contacting Dr. Sarah E. Wright or the event facilitator with the issue concerning the training, its delivery, the evaluation, location, or technological issue.
* If the aggrieved person is not satisfied with the resolution through informal means, the grievance shall be submitted in writing to Dr. Sarah E. Wright or the event organizer.
  + Dr. Sarah E. Wright or the event organizer will then inform and consult with the appropriate personnel at the organization(s) approving the course to find a fair method of resolving the grievance.
* If the aggrieved person is not satisfied with the solutions offered, then they will be directed to share their written grievance and will be given the necessary information to contact the appropriate organization or state agency.
  + Dr. Sarah E. Wright agrees to abide by any decisions regarding resolution of the grievance
* Contact information:
  + Dr Sarah E. Wright: [Sarah@DrSarahEWright.com](mailto:Sarah@DrSarahEWright.com) or 803.658.8898
  + American Association of Sexuality Educators, Counselors, and Therapists (AASECT) – [ce@aasect.org](mailto:ce@aasect.org)
  + National Board for Certified Counselors (NBCC) - [nbcc@nbcc.org](mailto:nbcc@nbcc.org)

**Attendance**

* Attendance will be monitored via participants signing in and out of each session
* Virtual attendance will be confirmed by video observation
  + Participants will be informed about the expectation of having video on during presentation upon enrollment
* Attendance is not required for anyone not seeking CE verification or a certificate of attendance

**Record Keeping**

* All records will be maintained digitally for a period of at least 7 years to include:
  + List of participants
  + Summary of training with learning objectives and session details
  + Evaluations
* Participants can request a copy of the CE certificate within 5 years of the event
* All information is maintained in a confidential manner with password protection on HIPAA compliant record keeping software

**Compliance**

* All programs offered are done so in full compliance with all regulations and requirements of any credentialing body offering credit for attendance, as well as in accordance with ethical and legal requirements both of the state in which the program is offered as well as the licensing body of the presenter(s)
* Accommodations as required by the ADA will be offered to participants upon request
* No participant or attendee will be discriminated against on the basis of race, age, ability status, sexual orientation, religion, gender identity, sex, creed, national origin, political/organizational affiliation, or professional identification