



Lillac Counseling Services, LLC  
PO Box 874252  
Wasilla, AK 99687

## **Continuing Education Workshops and Courses Cancellation & Refund Policy**

### **Overview**

This policy outlines the terms and conditions regarding registration, cancellations, and refunds for continuing education (CE) workshops and courses offered by Lillac Counseling Services, LLC (LCS). Our mission is to provide high-quality, accessible, and professional education for master's level and higher counselors and therapists while ensuring clarity and fairness in handling cancellations and refund requests.

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### **Registration and Payment**

#### Registration Requirements:

Participants must create an account with LCS before registering for a workshop or course.

Participants must complete the online registration form and provide payment in full to secure their spot in the workshop or course.

#### Confirmation:

Upon successful registration and payment, participants will receive an email confirmation with course details.

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### **Cancellations by Participants**

#### Notification Requirement:

To cancel a registration, participants must submit a written request via email to [info@lillaconline.com](mailto:info@lillaconline.com) before the event date.

#### Refund Policy:

- **Cancellations 14+ Days Before the Event:** Participants are eligible for a full refund, minus a \$25 administrative fee.
- **Cancellations Within 7–13 Days of the Event:** Participants are eligible for a 75% refund.
- **Cancellations Within 1–6 Days of the Event:** Participants are eligible for a 50% refund.
- **Same-Day Cancellations or No-Shows:** No refunds will be issued.

#### Course Credit Option:

As an alternative to a refund, participants may request a course credit equal to the registration fee. Course credits must be used within 12 months of the original event date.

#### Substitutions:

Participants unable to attend and who do not wish to use the course credit option within the allowable timeframe will have to forfeit their registration fee (see refund policy above) as substitutions are not allowed.

### **Cancellations by Lillac Counseling Services, LLC**

#### Rescheduling or Cancellation:

In the event of unforeseen circumstances requiring the cancellation or rescheduling of a workshop or course, Lillac Counseling Services, LLC will notify participants as soon as possible of the cancellation.

**Refund Options:**

Participants may choose to receive a full refund or transfer their registration to a future workshop (within 12 months of the original event date) or course of equal value.

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**Refund Process**

Refunds will be processed within 10-15 business days of receiving a valid cancellation request.

Refunds will be issued to the original payment method unless otherwise requested by the participant.

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**Course Credit Option:**

In lieu of a refund, participants may request a course credit for use in future workshops or courses of equal value within 12 months of the original event date.

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**Contact Information**

For questions about this policy or to submit a cancellation or refund request, contact us at:

Email: [info@lillaonline.com](mailto:info@lillaonline.com)

Text: (866) 210-8282

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**Acknowledgment**

By registering for a workshop or course, participants acknowledge and agree to abide by the terms of this policy.

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