

Appendix B

Elmira-Corning Regional Association of REALTORS® EDUCATION POLICY

(Adopted 6/2006; Last Amended 3/2018)

REGISTRATION

- Registration forms are available at the ECBOR office or online at www.elmira-corningrealtors.com
- ALL registration forms must be mailed, faxed or delivered in person. Phone reservations will NOT be accepted.
- Required tuition must accompany registration form. Payments returned for insufficient funds will be subject to bank fees and a \$25 processing fee.
- Incomplete registration forms will be returned unprocessed.
- Walk-in registrations will only be accepted if space and course material are available. Walk-ins must pay tuition plus a \$25 surcharge prior to the start of the class.
- Confirmations/reminders will be emailed the week of the class.

CANCELLATIONS

- ECBOR reserves the right to cancel any class due to insufficient enrollment or circumstances occurring beyond our control. Full tuition will be refunded. Notification will be made by email or phone.

WEATHER CANCELLATIONS

- In the case of severe weather, the decision to hold class or cancel will be made the day of class - DO NOT CALL IN ADVANCE. Students will be notified by phone.

REFUNDS

- To receive a refund for courses (other than Salesperson or Broker's Qualifying Course-see below) we must receive a request IN WRITING at least 7 days prior to the course and a full refund will be granted. No refunds will be issued for "No Shows" the day of the class. *(Amended 5/21/15)*

FREE COURSES/ORIENTATION

- ECBOR reserves the right to charge a \$15 NO CALL/NO SHOW fee for any free class or New Member Orientation. *(Reserving a seat for a class and then not attending prevents other students from participating.)*

STUDENT CONDUCT

- The instructor reserves the right to dismiss a student for disruptive or inappropriate behavior. No refund will be issued.

CERTIFICATES

- Normally certificates are given upon completion of each class to all attendees who have registered 7 days in advance. If certificates are not received at the end of class, the certificates will be mailed. There is a \$10 charge for replacement certificates.

EVALUATIONS

- ECBOR requires that instructor/course evaluations are to be distributed to all classes and these evaluations are to be retained by ECBOR.

PRIVACY POLICY

- Credit information that you and credit authorizers provide when you make a payment by credit card or electronic check for products, dues or other services will only be used to process the transactions you requested and the information will be destroyed after completion of the transaction.
- Personal information is used for ECBOR use only for course confirmation/communication and is not given to third parties.