

NIAAA Webinar Policies & Procedures

1. Attendance Policy
 - a. All registrants must be present for at least one of the two live sessions. Attendance is counted by the registrant being logged in to the visual aspect of the presentation. Phone records do not count toward attendance. Registrants will be counted absent if he/she misses more than 15 minutes of a live session.
 - b. If a live session is missed, the recording will be sent the next business day. If more than one live session is missed, credit for the course will not be given and a refund will not be issued.
2. Payments, Refunds & Cancellations
 - a. All course payments must be received no later than one week after registration closes. All unpaid registrations will be deleted at that time.
 - b. All requests for course refunds and/or registration modifications must be completed by the final day of registration. Any request made after the registration deadline will not be honored and the registrant will not receive a refund.
3. Policy for webinar manuals
 - a. All registrants will receive a digital book with a 10-day time-frame to download. If the digital book is not downloaded in the 10-day time frame, another link to download will be sent for a small fee.
4. Credit & Certificates
 - a. Credit will not be given until both sessions have been completed.
 - b. Registrants no longer receive certificates upon completion of a course. Rather, he/she receives an acknowledgment of course completion to show proof to a governing body that the course was completed. In addition, each registrant will have the course information added to his/her transcript upon completion.