

AOC Professional Development

On-site Course/Event Cancellation and Refund Policy

Updated: September 21, 2026

Registration for an AOC Professional Development onsite course or event constitutes a financial commitment. By completing registration and payment, the registrant acknowledges and agrees to the cancellation and refund terms outlined below.



1. Cancellation Requests

All cancellation requests must be submitted in writing by email to education@crowns.org. Phone calls, voicemails, verbal notifications, text messages, or notifications provided to an instructor, speaker, volunteer, or other AOC representative do not constitute an official cancellation request.

The date and time the written cancellation request is received by AOC will determine whether the cancellation qualifies for a refund.

2. Cancellations Received 14 or More Calendar Days Before the Event

Cancellations received at least fourteen (14) calendar days before the scheduled start of the course or event are eligible for a refund of the registration fee, less a \$100 administrative cancellation fee.

Any costs already incurred by AOC on behalf of the registrant, including but not limited to materials, shipping, taxes, customs fees, processing fees, or other non-recoverable expenses, are not refundable.

3. Cancellations Received Fewer Than 14 Calendar Days Before the Event

No refunds will be issued for cancellations received fewer than fourteen (14) calendar days before the scheduled start of the course or event.

This applies regardless of the reason for cancellation, including, but not limited to:

- Change in work schedule or responsibilities
- Employer or organizational travel restrictions
- Employer or Command-directed cancellation
- Denial, delay, or inability to obtain travel authorization
- Personal or family circumstances

- Illness, injury, or medical emergency
- Travel delays, cancellations, or disruptions
- Transportation issues
- Inclement weather or other conditions affecting the registrant's travel
- Changes to flights, lodging, or other travel arrangements
- Financial circumstances
- Change in job status or employment
- Failure to obtain necessary approvals
- Failure to obtain a visa, except as specifically addressed in Section 5
- Any other personal, professional, governmental, or organizational circumstance

A cancellation made within fourteen (14) calendar days of the event does not create an entitlement to a refund, regardless of the circumstances.

4. Employer, Agency, or Command-Directed Cancellations

If an employer, agency, military command, or other authorized organization subsequently determines that a registered attendee may no longer attend the course or event, the registrant must notify AOC in writing.

Because employer- or Command-directed cancellations are not automatically eligible for an exception to the cancellation policy, formal documentation must be provided directly to the AOC Director of Professional Development and Strategic Partnerships by the registrant's supervisor and/or Commanding Officer.

The documentation must clearly state that the registrant is no longer authorized or permitted to attend the AOC course or event and should include the registrant's name, organization/command, and the applicable date or effective period.

Documentation submitted by the registrant on behalf of the supervisor or Commanding Officer, verbal notification from the registrant, or an informal email from a colleague does not satisfy this requirement.

Submission of documentation does not guarantee approval of a refund or exception. Any exception to the published cancellation policy is at AOC's sole discretion and must be approved by the Director of Professional Development and Strategic Partnerships.

5. Visa-Related Cancellations

Registrants who require a visa to attend an AOC course or event are responsible for applying for the appropriate visa sufficiently in advance of the event.

If a registrant is experiencing difficulty obtaining a required visa, written notification must be submitted to education@crowds.org at least thirty (30) calendar days before the scheduled start of the course or event.

Requests received fewer than thirty (30) calendar days before the event may be considered but are not guaranteed to qualify for a refund or exception.

Visa-related refunds or exceptions are reviewed on a case-by-case basis. AOC may require documentation demonstrating the status of the visa application, denial, or other relevant circumstances.

A visa issue does not automatically entitle a registrant to a refund.

6. No-Shows

No refunds will be issued for registrants who do not attend the course or event, regardless of the reason for the absence.

Failure to attend any portion of a course or event does not qualify the registrant for a partial or prorated refund.

7. Late Arrival, Early Departure, or Partial Attendance

No refund, credit, or fee adjustment will be provided for:

- Late arrival
- Early departure
- Partial attendance
- Missed sessions
- Missed meals or activities
- Inability to participate in any portion of the course or event
- Personal scheduling conflicts

8. Registration Transfers and Substitutions

Registration transfers or substitutions are not permitted unless expressly authorized in writing by AOC before the event.

An unauthorized substitution or transfer does not entitle either the original registrant or substitute attendee to a refund, credit, or other compensation.

If AOC permits a substitution, the original registrant remains responsible for any applicable registration fees, administrative fees, material costs, or other charges associated with the substitution.

9. Course or Event Materials

If registration includes materials that AOC has already purchased, produced, customized, or otherwise incurred expenses for—including textbooks, printed materials, digital materials, equipment, supplies, or other course-specific resources—those costs may be non-refundable regardless of the cancellation date.

If applicable, the registrant will be invoiced separately for the cost of such materials, including material costs, shipping, taxes, customs duties, and applicable customs or import fees.

Payment must be received within fourteen (14) calendar days of the invoice date. Unpaid invoices may be subject to applicable late fees or collection procedures.

Materials will be shipped only after payment has been received in full.

10. AOC Cancellation, Postponement, or Material Change

If AOC cancels an onsite course or event, AOC will notify registered attendees and provide information regarding any applicable refund or registration-transfer options.

If AOC postpones, reschedules, relocates, or materially changes a course or event, AOC will determine the applicable registration options on a case-by-case basis.

AOC is not responsible for reimbursement of airfare, lodging, transportation, visa expenses, meals, lost wages, employer costs, or any other expenses incurred by a registrant in connection with a course or event, unless expressly stated otherwise in writing by AOC.

11. Refund Processing

Approved refunds will be returned to the original payment method whenever practicable. Refund processing times are dependent on the payment method and financial institution.

Administrative fees and other non-refundable costs will be deducted from any approved refund.

12. Exceptions

Exceptions to this policy are not automatic and are not guaranteed.

Any exception must be reviewed and approved in writing by the AOC Director of Professional Development and Strategic Partnerships or another AOC representative expressly authorized to approve such an exception.

An exception granted in one circumstance does not establish a precedent or create an entitlement to an exception for another registrant or future event.

13. Finality of Policy

By registering for an AOC Professional Development onsite course or event, the registrant acknowledges that they have reviewed and accepted this Cancellation and Refund Policy.

AOC reserves the right to enforce this policy as written. Submission of a cancellation request or supporting documentation does not constitute approval of a refund.

Unless an exception is expressly approved in writing by an authorized AOC representative, the applicable cancellation deadlines and refund restrictions in this policy remain in effect.