

Record Retention Policy

The North Carolina Chamber maintains the following records for 5 years:

- Sign-In and Sign-Out Sheets
- Date of Program
- Number of CPE Hours
- Name of Instructor
- Outline of Presentation
- Program Materials
- Completion Certificate provided to each attendee at end of program. Certificate includes:
 - Sponsor name and address
 - Participant's name
 - Program title
 - Date and location of program
 - Program FOS subject area
 - Number of CPE hours earned
 - Registry time statement
 - Registry sponsor ID#
 - Signature
 - Delivery method

Refund Policy

Full refunds are available if the NC Chamber is notified no later than five business days prior to fee-based events. Any cancellation requests must be made before this time as we need to confirm meals and seating with the venue in which an event is being held. Where applicable, registrants may transfer credit towards another event if request is made within the timeframe mentioned above.

If the cancellation request is received after the deadline, we cannot issue a refund and would recommend a substitution. A written notification of a substitution will be accepted by email up to noon of the day prior to the event. If the event is held on a Monday or a weekend, such request must be made no later than noon on the preceding Friday.

To request a cancellation or to make a change, please contact Carol Mills at cmills@ncchamber.net or 919-836-1409.

Program Cancellation Policy

In case a program is cancelled, the NC Chamber will contact registrants who provided a phone number or e-mail at the time of registration. There also will be a notice on the Chamber's website announcing the cancellation. If you have registered for a program that has been cancelled, you may elect to receive a full refund or choose to use your registration fee as a credit towards a future program. Registration fees will be refunded within 30 business days after a program has been cancelled.

Complaint Resolution Policy

Complaints in regards to events hosted by the North Carolina Chamber will be facilitated through the Director of Business Education. The Director of Business Education will make every effort to resolve complaints satisfactorily for all parties involved.

Course Update Policy

The North Carolina Chamber has a responsibility to ensure that all activities, materials, and presentations used in events are current, technically accurate, and effectively designed. Furthermore, the Chamber has a responsibility to be qualified in the subject matter of all programs offered. The chamber will conduct an annual review, by qualified individuals, of all program activities, materials, and delivery systems.

Questions?

Questions regarding this information should be directed to a member of the North Carolina Chamber Events Team below.

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