

Continuing Education Cancellation, Refund, and Complaints

Policy: Infinity Rehab is dedicated to providing quality continuing education programs to therapists in the community. Tuition for these courses is determined by standard practices in the community in which they are given. However, Infinity Rehab acknowledges there are situations in which therapists register for a course and then find they are unable to attend. Therefore, the following policies will be enforced:

Therapist Unable to attend: If a person notifies Infinity Rehab in writing 2 weeks prior to said course, a refund will be given minus a \$50 administrative fee. If the non-attendance is due to illness, a written note from a physician is required for a refund minus a \$50 administrative fee for cancellation within 2 weeks of the event.

Infinity Rehab Cancellation: Infinity Rehab reserves the right to cancel events due to low registration up until one week of the event. A full refund will be given to all registrants in the event of a cancellation by Infinity Rehab. If a course is in progress, and is interrupted by acts of God, including natural disaster(s), and/or due to unforeseen circumstance beyond our control, no refunds will be issued.

Complaints: Disagreements and/or dissatisfaction with Infinity Rehab's Continuing Education Courses in any form shall be made in writing to:

Human Resources Department
Infinity Rehab
25117 SW Parkway, Suite D
Wilsonville, OR 97070

The Human Resource Department with the Director of Compliance and Clinical Development will research the complaint and respond to the complainant in a timely manner. An effort will be made to come to a satisfactory resolution of the situation for all parties concerned.