

Review and Resolution of Participant complaints and disputes

CE Policy, Section C.12

Any participant or potential participant of a Praed Foundation sponsored live training program that wishes to express a concern about their experience may contact the Praed Foundation support desk at: support@TCOMTraining.com and expect a confirmation of receipt within 2 business days. The Praed Foundation will consider each complaint filed; however, cannot guarantee a particular outcome. The Praed Foundation will communicate the outcome of the complaint review within 15 business days.

Program Fees, Refunds, and Participant Cancellation

CE Policy, Section C.12

Any participant requiring a refund can receive a full refund as long as they cancel their registration to the TCOM Conference by September 6, 2021. Cancellations are not eligible for a refund after September 7, 2021.

Registration cancellations may be initiated by contacting Diamond Darling at communications@praedfoundation.org

Frequently Asked Questions

TCOM Conference 2021

1. **How can I contact the organizer with any questions?**

- For conference and registration questions, email: communications@praedfoundation.org.

2. **What's the refund policy?**

- FULL refund: cancel by September 6, 2021
- **Cancellations after September 7, 2021 are NON-REFUNDABLE**

You may initiate your registration cancellation by contacting Diamond Darling at communications@praedfoundation.org

3. **Can I update my registration information?**

Yes, any updates to registration details must be made by October 5th by contacting our team at communications@praedfoundation.org

4. **Is my registration fee or ticket transferrable?**

No.

5. **Is it okay if the name on my ticket or registration doesn't match the person who attends?**

No, please update your registration information. If you need assistance with your registration, send an email to: communications@praedfoundation.org

6. **Will the conference be in-person or virtual?**

At this time, we will have in-person tickets available. As we do more research into hybrid options, we will update the TCOM Collaborative on the virtual aspects of the conference that will be offered.