

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 October 1, 2021. Cancellations after October 1, 2021 are based on a case-by-case basis.

Unforeseen circumstances is used to describe an event that is unexpected and prevents attendees from attending or presenting at the 2021 TCOM Conference. Examples of such circumstances can include, but are not limited to, inclement weather or other natural disasters (including COVID-19), technology challenges, and more. These refunds are taken care of on a case-by-case basis. Please contact us at communications@praedfoundation.org if you have questions or wish to request a refund 2021 TCOM Conference.

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

This has been updated as of September 2, 2021

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 October 1, 2021
- **Cancellations after October 1, 2021 are based on a case-by-case basis.**

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 6th, 2021. You may request these changes by contacting Diamond Darling at communications@praedfoundation.org

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

No.

5. **Is it ok 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?**

In light of the COVID-19 Delta Variant and the rising number in cases, and the additional ways that the pandemic has affected travel budgets, travel restrictions, and in-person events, we will instead be convening the 2021 TCOM Conference entirely virtually on Socio and Zoom. This decision was made overall to ensure the safety of our collaborative.