

# Executive Seminar Program Cancellation Policy

Please note that the ESP Cancellation Policy differs from the standard Center for Public Service policy.

In the event that a registered participant is unable to attend a session, the sponsoring agency is encouraged to send a substitute to one, two, or three cases at no additional cost. Please notify the **ESP Program Administrator** of any substitutions as soon as possible.

In the event that a full ESP case week is rescheduled and a registered participant is unable to attend the session on its new dates, the sponsoring agency is encouraged to send a substitute for that case. If the sponsoring agency is unable to send a substitute, the cancellation policy applies. In this circumstance, program participants are responsible for communicating their schedule to the ESP Program Administrator in a timely way to trigger the cancellation policy. Note that the rescheduling of a case is very rare, caused by a federal government shutdown or other extraordinary circumstances.

The Executive Seminar Program is not responsible for additional cancellation costs a participant might incur, including but not limited to changes to travel and lodging arrangements.

Cancellation policy:

Refund Period	30 Days Prior	15–29 Days Prior	14 Days or Less Prior
Refund Description	100% less \$100	50% less \$100	0%
Cancel Full Package (3 cases + capstone)	\$11,100.00	\$ 5,500.00	No Refund
Cancel One Case Out of a Full Package	\$2,10.00	\$ 1,000.00	No Refund
Cancel Two Cases Out of a Full Package	\$6,600.00	\$ 3,250.00	No Refund
Cancel an Individually-purchased Case	\$4,400.00	\$ 2,150.00	No Refund