



National Council on Interpreting in Health Care
Home for Trainers Webinar Work Group
Webinars Policies

Cancellation Policy

Registered participants wishing to cancel their registration in a webinar must do so via email to TrainersWebinars@ncihc.org with subject line *webinar registration cancellation*.

The webinar system does not charge credit cards until 24 hours before the webinar. Cancellations **made more than 24 hours in advance** of the webinar will not incur a charge.

Paid registrants who submit cancellation requests **less than 24 hours prior to the webinar start time or who do not attend** the webinar forfeit their registration fee.

If the webinar is cancelled by the NCIHC *Home for Trainers* Webinars Workgroup, all paid registrants will receive credit toward registration for a future webinar. The Webinars Workgroup will make every effort to notify registrants of event cancellations with as much advance notice as possible.

Registrant releases NCIHC, hosts, and presenters of any loss sustained as a result of event cancellation.

Recording Agreement

The webinar service includes a feature that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. The recording is the sole property of the NCIHC. By joining this session, you automatically consent to such recordings as well as to redistribution of the recorded material. If you do not consent to the recording or redistribution, discuss your concerns with the meeting host prior to the start of the recording or choose not join the session. Please note that any such recordings may be subject to discovery in the event of litigation.

Certificates for participants who attend live webinars

If you wish to receive a certificate of attendance, you must:

1. Register for the webinar in your own name;
2. Remain in attendance for the full duration of the live webinar;
3. Not exit and re-join the live webinar as this causes inaccurate attendance record; and
4. Join via an internet connection and not by phone as we cannot verify your phone connection.

Please email requests for certificates of attendance to TrainersWebinars@ncihc.org and indicate that you are requesting a certificate in the subject line. **Every effort will be made to provide electronic (PDF) certificates via email to individuals who meet eligibility requirements within two weeks of their request.**

Certificates for participants who view a recorded webinar

If you wish to receive a certificate of attendance, you must:

1. Provide at least one screenshot of the webinar; and
2. Provide the verification code mentioned at the beginning of the presentation (if there is one).

Please email requests for certificates of attendance to TrainersWebinars@ncihc.org and indicate that you are requesting a certificate in the subject line. **Every effort will be made to provide certificates to individuals who meet eligibility requirements within two weeks of their request.**