



Terms and Conditions

By registering for any class, you acknowledge that you have read and accept the following policies.

Most County Mandated and all individual Career & Personal Development courses must be cancelled at least *7 business days* prior to the course start date (county holidays and weekends excluded).

All courses that include the Franklin Covey All-Access pass, including academies, are nonrefundable once the subscription has been activated. Substitutions are not permitted.

If cancellation requirements are not met in accordance with the policies provided above, the following fees will be billed to your department:

No Show or Late Cancellation

A \$25 No Show or Late Cancellation Fee is billed for classroom or webinar County-mandated training courses. There is no fee for cancelling online self-paced training.

Your enrollment will be cancelled if you miss Day 1 of a Career & Professional Development course. No-shows or cancellations after Day 1 will be billed at the full course rate. No refunds will be issued once learning materials have been distributed.

Rescheduling/Makeup Classes

Franklin Covey All-Access Pass holders must make up any missed class sessions before the online subscription expires.

Participants are responsible to bring original materials issued to any makeup sessions; new materials will not be provided.

Availability of makeup classes is not guaranteed. We urge you to verify you can attend all class dates prior to enrolling.

Late Arrival Policy

Participants who arrive to class more than 10 minutes after the scheduled start time are considered late and may not receive credit for the course.

Refund Policy

Refunds will be issued for classes cancelled on time, as defined above. Please allow 30 days for processing. Refunds will not be made for requests received after the cancellation date.

Refund requests should be submitted to CORLearning@rivco.org. Please make sure that you have carefully read these terms before submitting a request.

Payment Methods: Journal entry to department; Participant self-pay (check or money order made payable to: County of Riverside Human Resources)