

EVIDENCE IN MOTION (EIM) AND TEAMMATES*

COURSE PAYMENT/REFUND POLICY (effective 8/29/2016)

* Teammates include The International Spine and Pain Institute (ISPI), The NeuroRecovery Training Institute (NeuroRTI), and KinetaCore (KC).

Course Registration and Payment:

All course registrations must be completed online. Payment can be submitted

a) online with Visa, Mastercard, Discover, and America Express, b) by phone at 888-709-7096, or c) by check mailed to the KY office with corresponding paper registration form downloaded after registration online has been completed.

- Once you have completed your registration and payment has been received, you have secured a position in one of our courses.
- If you wish to transfer your purchase to a different method of payment, there will be a \$100 transaction fee due to charges that are administered to our company from these transactions.
- We do not accept partial or installment payments for courses, and we do not reserve spots.

Participant Cancellation:

- If written notification of cancellation is received and confirmed **prior to 3 weeks of course start date**, the participant will incur a 20% administrative fee and will receive a letter of credit or refund for the remaining balance. The letter of credit can be used to substitute someone in their place or transfer to another course within 12 months of the cancellation date.
- If written notification of cancellation is received **1-3 weeks prior to the course start date**, there will be a 30% administrative fee and participant will receive a letter of credit for the remaining balance. The letter of credit can be used to substitute someone in their place or transfer to another course within 12 months of the cancellation date. **No monies will be refunded for cancellations in this time frame.**
- If written notification of cancellation is received **less than 7 days prior to the course start date**, there will be a 50% administrative fee and participant will receive a letter of credit for the remaining balance. The letter of credit can be used to substitute someone in their place or transfer to another course within 12 months of the cancellation date. **No monies will be refunded for cancellations in this time frame.**
- If the participant registered using a letter of credit, or if the participant has been transferred from another course, and the participant cancels, no amount can be transferred to another course, and no other letter of credit will be issued. All credits are forfeited.
- No money or credit will be issued for 'no shows' at the course, nor for cancellation any time after the course start date.
- No money or credit will be issued if a participant begins the course and is not able to complete it for any reason.
- Neither EIM and Teammates nor host facility are responsible for any reimbursement of expense incurred.

EIM and Affiliate Course Cancellation

We reserve the right to cancel a course due to unforeseen or unavoidable circumstances. However, we take your commitment to our courses seriously and avoid cancellation whenever possible. If course is cancelled due to low enrollment, we will contact you at the primary email address and phone number which was provided at time of registration. At that time, you will be able to select a full refund or full transfer to new course date (within 12 months of the cancellation date of the original course). Neither EIM and Teammates nor host facility are responsible for any reimbursement of expense incurred by participant, including airline tickets or hotel accommodations.

If course is interrupted while in progress by an 'act of God' or circumstances beyond control, no refunds will be issued. Neither EIM and Teammates nor host facility are responsible for any reimbursement of expense incurred by participant, including airline tickets or hotel accommodations.

Continuing Education Credit:

Contact hours for each course offering that are to be applied towards continuing education (CE) credits are determined on a course by course basis. Courses that are eligible for CE credit for physical therapists are approved by the Texas Board of Physical Therapy Examiners. In addition, CE approval for physical therapists will be sought and pre-approved in the state the onsite course is being held in only if pre-approval is required in that particular state. Some courses may not be eligible for CE credit. It is the participant's responsibility to verify if their licensing agency accepts reciprocity with the Texas Board of Physical Therapy Examiners. We are happy to provide each registrant with documentation needed to submit for approval to their own licensing board for individual approval. The Company is not currently a BOC, AOTA, or CME provider. Requests can be submitted to Courses@eimpt.com.

If you have questions pertaining to your individual state requirements, you will need to go to your state board's site and research regulations and requirements. It is the registrant and/or student's responsibility to become knowledgeable about requirements within their own state. Course participants are responsible for submitting their own continuing education certificates and additional requirements independently per their own licensure and state board regulations.

Partial credit for CE will NOT be awarded for partial attendance of courses. In the event of an emergency only, in which a participant has to leave the course prior to completion, the participant will be allowed re-attendance for one full day of a course at no charge, and will be charged 50% for a full 2-day course. The course retake must be made up within 12 months of the original course date. The CE Administrators (Courses@eimpt.com) must be notified within 48 hours of the close of the course in the event of a participant emergency to qualify for re-taking a course. Certificate of Attendance will be issued to participants upon achieving 70% competency of proficiency assessment at the completion of the course.