

Overnight Accommodations: When making room reservations, ask for the JKM Training, Inc. discounted room rate!! Please make your reservations early; rooms will be released to the public 1 month prior to seminar date and you will be subject the hotel's actual room rate.

Cancellation/Substitutions: If you are unable to attend, you may send a substitute or transfer your registration to a future JKM Training program. Substitutions can be made at any time - please call ahead. Transfers made less than 10 business days before the program will be subject to a \$10 transfer fee. You may cancel your registration up to 10 business days prior to any program and receive a refund less a \$25 cancellation fee. Cancellations made less than 10 business days before the program will be subject to \$125 cancellation fee for Certification Programs and a \$50 cancellation fee for Recertification Programs. If you do not attend or call in to our office to cancel your registration, you will be subject to \$250 no show fee for Certification Programs and a \$100 no show fee for Recertification Programs. Walk-ins are welcome provided space is available.

Satisfaction Guaranteed: When you attend one of our seminars - your satisfaction is guaranteed! If you are dissatisfied for any reason, please send us a letter and we'll arrange for you to attend another seminar or refund your money.