



Terms & Conditions

By participating in any workshop organized by Upstate Performance Technology Workshops ("UPTW"), you agree to adhere to the following terms and conditions:

REGISTRATION

- Registration for workshops is available through the PUI website. Registration is not considered complete until the registration fee has been paid, so please pay immediately to secure your spot. If the fee has not been paid within 3 days of being sent, then the registration may be revoked.
- Registration fees are refundable within certain time constraints minus a cancellation fee. Please refer to the Cancellation Policy on the next page.

WORKSHOP CONTENT

- The content and agenda of each workshop are outlined on the PUI's website and may be subject to change at their discretion
- Materials and resources provided during the workshop are for personal use only and may not be reproduced or distributed without explicit permission from UPTW.

CODE OF CONDUCT

- Participants are expected to conduct themselves in a professional and respectful manner towards instructors, staff, and fellow participants.
- Harassment, discrimination, or any form of disruptive behavior will not be tolerated and may result in immediate expulsion from the workshop without refund.

LIABILITY

- UPTW and its affiliates are not liable for any personal injury, property damage, or other loss sustained during the workshop.

CANCELLATION AND RESCHEDULING

- UPTW reserves the right to cancel or reschedule workshops due to unforeseen circumstances, including but not limited to low enrollment, instructor availability, or force majeure events. In the event of cancellation by UPTW, registered participants will be notified promptly, and alternative arrangements or refunds will be provided as applicable.

PRIVACY POLICY

- Personal information collected during the registration process will be handled in accordance with PUI's Privacy Policy, as outlined on the PUI website.

FEEDBACK AND COMPLAINTS

- Participants are encouraged to provide feedback on their workshop experience to help UPTW improve its offerings. A survey will be distributed via email a few days after the end of the workshop.
- Any complaints or concerns should be addressed to the workshop organizers promptly for resolution.
- By registering for and participating in any workshop organized by Upstate Performance Technology Workshops, you acknowledge that you have read, understood, and agreed to abide by these terms and conditions. Failure to comply with these terms may result in removal from the workshop without refund.



Cancellation Policy

We understand that unexpected situations can happen, and we want to be as fair as possible to everyone involved. Our cancellation policy aims to balance flexibility for participants with the need to manage the event smoothly. We believe this approach is fair to all and ensures the workshop runs efficiently.

To cancel your registration and request a refund, please email megan@puisc.com with your name and reason for cancellation. Refunds will be processed back to the original payment method used. No cash refunds will be given for credit card payments under any circumstances.

Refunds are available as follows:

Up to 30 days before the event	Full refund (100% of the amount paid)
15-29 days before the event	Refund minus \$100 cancellation fee
Within 14 days of the event	No refunds will be provided

Refund or price adjustment requests after the event begins will not be considered.