

CANCELLATION, REFUND, TRANSFER

of registration for Events, Classes or Programs sponsored by Brokers Insurance Group, LLC.

1. BIG Independent Group, LLC reserves **the right to cancel any event that does not meet minimum enrollment requirements** . Should this occur, we will call registered participants to reschedule. If the alternative date is not convenient for you, a full refund will be issued.

2. TO CANCEL OR TRANSFER A Event, call (909) 809 4451

3. FULL REFUNDS will be issued if you **cancel a registration 30 days prior to the event.**

4. NO REFUNDS* will be issued if you **cancel a event 30 days or less prior to the event.**

5. ALL REFUNDS will be issued by in the manner in which we received the original payment for classes. If you paid by check, a refund check will be mailed to the address you specify within four weeks of cancellation. Credit card transactions will be refunded within 10 business days after cancellation.

7. **TRANSFER REGISTRATION TO ANOTHER Event:** BIG Independent Group will make every effort to accommodate your request to transfer to the same class held at another date or time.

- If your request is received at least 30 days prior to the scheduled time of the original event, and

- There is space available in the event you wish to transfer to.

BIG Independent Group Membership Refund/Cancellation Policy

- Brokers Independent Group reserves the right to refuse/cancel a membership in the Group

- If BIG Independent Group refuses a new or renewing membership, registrants will be offered a refund.

Membership Cancellation by Participant

- Membership cancellations received within 7 days of registration may be eligible to receive a full refund. Cancellations received after the stated deadline will not be eligible for a refund.

- Cancellations will be accepted via phone, fax or e-mail, and must be received by the

stated cancellation deadline for a full refund.

- All benefits and incentives received by participant must be cancelled/returned to BIG Independent Group

- All refund requests must be made by the attendee or credit card holder.

- Refund requests must include the name of the attendee and/or transaction number.
 - Refunds will be credited back to the original credit card used for payment.
- These above policies apply to all BIG Independent Group memberships unless otherwise noted in the corresponding program materials. Please read all individual program information thoroughly.