



RankenJordan®
PEDIATRIC BRIDGE HOSPITAL

Course Cancellation and Rescheduling

Schedules can change, and we're here to make it simple for you.

Attendee Cancellations

If you cannot attend a scheduled course please submit a cancellation notice via the course website.

- Cancel 7 or more days before the course start:
 - Receive a full refund OR a credit of equal value toward a future course.
 - You must select your preference (refund or credit) when submitting your cancellation.
 - If no selection is made, a full refund will automatically be issued.
- Cancel at least 24 hours before the course start:
 - Receive a 50% refund OR a credit toward a future course.
 - You must select your preference (refund or credit) when submitting your cancellation.
 - If no selection is made, a 50% refund will automatically be issued.
- Cancel Less than 24 hours before the course start / No-show:
 - No refund or credit will be issued.

Important: Attendee substitutions are not permitted. If you cannot attend, you must register for a future course.

Ranken Jordan Cancels or Reschedules a Course

If we need to cancel or reschedule a course, we'll notify the Institution and all registered Attendees as soon as possible, usually at least 5 business days before the course.

- If Ranken Jordan cancels a course:
 - You will receive a full refund OR credit of equal value toward a future course.
 - Requests for credit must be submitted by the original course date.
 - If no request is submitted, a full refund will be issued.

If a course is rescheduled by Ranken Jordan **all registrations automatically transfer to the new course date. If you cannot attend the rescheduled course, submit a cancellation notice via the course website.**

- Cancel at least 24 hours before the course start:
 - Receive a full refund OR a credit of equal value toward a future course.
 - You must select your preference (refund or credit) when submitting your cancellation.
 - If no selection is made, a full refund will automatically be issued.
- Cancel Less than 24 hours before the course start / No-show:
 - No refund or course credit will be issued.



11365 Dorsett Road
Maryland Heights, MO 63043



Main: 314.872.6400
Toll Free: 1.866.845.6400



www.rankenjordan.org



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Other Important Notes

- Course credits must be used within **12 months** from the date they are issued.
- Refunds go to the original payer using the same payment method.
- Refunds are determined within 5 business days and typically take 2–7 business days to reach the account. Delays by banks or payment processors are not the responsibility of Ranken Jordan.



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