

THE AMERICAN TOWING & RECOVERY INSTITUTE

910-747-9000



www.amtowri.org



wes@amtowri.org



PO Box 007, Wade NC 28395



The American Towing and Recovery Institute (ATRI) is the organizer to those who provide live towing and recovery continuing education events, includes but not limited to light duty, light/medium duty, heavy duty, advanced heavy duty, specialized train recovery, electric vehicle, fire rescue tow cross training, including customized courses (the “Event Organizer”). To keep you informed, ATRI has adopted a Cancellation Policy outlining the options ATRI is offering for the event for which you have previously purchased ticket(s) at www.amtowri.org or ATRI websites, social media promotions, including but not limited to www.american towing and recovery institute.org, www.amtowri.org, www.towingequipmentdirect.com (collectively, the “Site”).

Your event has been either (a) cancelled or (b) postponed, rescheduled, or moved. As a result, the Event Organizer has issued updated terms that apply to such cancelled, rescheduled, postponed, or moved event, including, in some cases, a new “Credit” offer (defined below).

ATRI has set out the terms of these offerings and are at the discretion of ATRI and its officers to change or alter in particular situations. The terms herein apply to any and all events that have been canceled, postponed, rescheduled, or moved due to many different reasons. Of course, your original purchase, as well as the new “Credit” offer outlined herein (to the extent you accept it), continues to be/will be subject to our Terms of Use and Purchase Policy. You should read those policies carefully before choosing any refund or credit option.

1. ATTENDEE CANCELLATION

If a registered attendee or student requests cancellation from 7 days and up to 2 days before the event start time a \$50.00 cancellation fee for 8 hour seminars and \$100 for 16 hour seminars will apply. If a registered attendee or student requests cancellation within 48 hours of the start of a course a credit memo for the value of the seminar in which the attendee cannot attend will apply and will not expire until it is redeemed for another seminar or equipment, or merchandise sold/provided by ATRI.

If a registered attendee cannot attend, however another individual can attend in the place of original attendee, there will not be any cancellation or transfer fees to the purchasing company or payee.

2. CANCELLED EVENTS

If the event for which you bought ticket(s) was cancelled, you are entitled to a refund of the paid value subject to the exclusions as set forth herein, unless the Event Organizer is offering a Credit (as defined below), and you want to accept that Credit.

The credit that the Event Organizer may offer (as an alternative to a refund) will be provided as a credit memo which serves as a credit for the original price you paid for your ticket(s), including all taxes and service fees, plus any promotional bonus amount designated by the Event Organizer in your Notification—all of which may be used to make eligible future purchases on the site(s), as designated in the Notification (collectively the “Credit”).

If you elect to accept a Credit, the Credit will be in the form of a credit memo good for registration fees for continuing education seminars or any equipment or merchandise sold by ATRI for the value of the credit memo, issued. This may be the same event type as the original ticket (for example, if your original ticket was for an 8 hour

continuation education class seminar, your Credit may be good for another 8 hour seminar) at the same event venue, or, in some cases, your Notification (or a follow up communication) may state that you will be able to choose from events at one of a number of venues designed by the Event Organizer. Credits may be redeemed using the promotional code by calling ATRI or emailing in which the credit will NOT expire until it is redeemed.

If the Event Organizer offers you the choice of a refund or Credit, and you elect to accept a refund, we will issue you a refund of the paid value subject to the exclusions as set forth herein to the original method of payment used at the time of purchase once funds are received from the Event Organizer.

You may elect to accept the refund, or any Credit option set out in the Notification, during the period (the "Election Period") set out in your Notification. If you do not make any election prior to the end of the Election Period, a refund will be issued in accordance with our refund policies, which are set forth in our Purchase Policy. Please see our Purchase Policy for more information.

2. RESCHEDULED, POSTPONED, OR MOVED EVENTS

It is the Event Organizer's decision as to whether and when to cancel, reschedule, postpone, or move an event. If your Notification indicates that your event has been rescheduled, postponed, or moved, you will either: (a) keep your ticket(s) and any additional add-ons or upgrades, which remain valid; or (b) if the Event Organizer has approved refunds (or the option to choose between a refund and a credit), as explained in your Notification, you may select a Credit or refund. This Credit or refund, if selected, is provided solely by the Event Organizer.

If the Event Organizer offers you the choice of a refund or a Credit, and you elect to accept a refund, we will issue you a refund of the paid value subject to the exclusions as set forth herein to the original method of payment used at time of purchase once funds are received from the Event Organizer.

You may elect to accept any refund or Credit option offered in the Notification during the period (the "Election Period") set out in your Notification. If you do not make any election prior to the end of the Election Period, or if the Event Organizer does not provide you with such options, you will keep your ticket (and any additional add-ons or upgrades) and remain entitled to use it on the date of your rescheduled event. If the Event Organizer subsequently determines that your rescheduled or postponed event must be canceled, you will receive a further Notification indicating your options (consistent with Section 1, above). Please see our Purchase Policy for more information.

Any and all requests for a refund or credit are subject to and governed by our Purchase Policy, which contains detailed information on the policies applicable to refunds and credits. Please review our Purchase Policy carefully before choosing a refund or a credit.

3. QUESTIONS

If you have any questions, comments, or complaints regarding these Terms, please contact us at:

The American Towing & Recovery Institute

Wes Wilburn Consulting

PO Box 007

Wade NC 28395

(910) 747-9000

wes@amtowri.org