

PGBC, Inc. - PAUL GUNN Business Consulting
Workshop and Seminar Administrative Policies & Guidelines

Program Level: **Basic**

Advance preparation: **None required**

Delivery Method: **Group, Live, Classroom**

Prerequisites: **Some basic knowledge of accounting recommended but not required**

For those requesting CPE credit, PGBC, Inc. will furnish a certificate of completion for 7 CPE credits for 1-day and 14 CPE credits for 2-day programs

PGBC, Inc. is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

REFUND POLICY: When applicable, an administrative cancellation fee of \$125 (1-day) and \$195 (2-day) will be charged if registration is cancelled earlier than two weeks before workshop start date. No cancellations will be accepted later than two weeks before workshop start date. However, substitution for a later workshop, within 6 months, is acceptable. Attendee substitutions are also allowed. Valid emergencies will be reviewed on an individual basis in which case the cancellation fee will be \$125 (1-day) and \$195 (2-day) for administrative cost.

COURSE CANCELLATION POLICY: Courses may be cancelled or rescheduled at the discretion of PGBC, Inc. if a minimum number of attendees is not met or any unforeseen circumstance. In the event a cancellation is required, a full refund of paid tuition will be issued to registered attendee's with the opportunity to attend a future equivalent workshop at a 5% discount. PGBC, Inc. is under no obligation or liability for travel or any related cost of an attendee due to a cancellation other than that stated above.

CONFLICT RESOLUTION: Any complaints or grievances are to be directed to Mr. Paul Gunn, Sr., President, at paulgunn@paulgunn.com or 1-256-656-0425. PGBC, Inc. will seek to resolve all issues directly with Mr. Paul Gunn, Sr. and then through third party arbitration. PGBC's goal is high quality training and attendee satisfaction and will strive to resolve issues to the attendee satisfaction as much as possible. All complaints or grievances, resolved or not, will be documented and filed under "Conflict Resolution".

Revision date: June 1, 2009