

POLICIES for ACEP #6897 Karen Hixson LPC LLC

Karen Hixson LPC LLC has been approved by NBCC as an Approved Continuing Education Provider, ACEP NO. 6897. Programs that do not qualify for NBCC credit are clearly identified. Karen Hixson LPC LLC is solely responsible for all aspects of the program.

All policies and procedures governing this ACEP can be found here:

https://www.nbcc.org/Assets/CEProvider/CE_ProviderPolicy.pdf

Confidentiality of Participant Information

All information shared by program participants during registration (contact information, payment information, registration questions, etc.) will remain confidential and will not be released for any reasons other than when requested directly by the participant to verify participation/payment, receive a copy of a participation certificate, or to access program materials. Karen Hixson LPC LLC is not responsible for the confidentiality of information shared publicly by participants during the course of activities and discussions that occur during the program.

Program Complaints or Disputes

As a participant of ACEP approved continuing education courses, you will always be provided with a program evaluation to give feedback about the program. All evaluation feedback is reviewed and taken into consideration. If you wish to file a formal complaint or have a dispute that needs resolved related to the program, please email it following the program to karen@karenhixsonlpc.com. This complaint will be reviewed and you will receive a written response to your complaint or grievance within 15 days. I am required to report complaints or disputes to the NBCC within 60 days.

Payment, Refunds, & Cancellations

Payment: Fees for programs will be submitted at the time of registration. Karen Hixson LPC LLC will make all attempts to create payment plans for any program participants requesting payment accommodations. The agreement will be written out via messenger, text, or email depending on how the participant contacted the

program administrator. When payment agreements are created, the balance for all fees are due on the day of the program.

Payment Structures: This ACEP program has the right to create scholarships, reparation-based payment policies, and discounts for each program. The rationale behind such alternative payments will be explained for each program. By registering for a program you are agreeing to the ACEP program payment philosophy.

Cancellations/Refunds: Your registration will be refunded in full if requested up to 14 days prior to the program. If a refund is requested less than 14 days prior to the program, credit in the amount paid will be granted for a future training if attended within one year of cancellation. If no request is made, the registration fees will be forfeited. If a participant cancels within 48-hours or no-shows for the program, a refund will not be given.

Inclement Weather Cancellations: If a day of training is cancelled due to inclement weather, that training day will be rescheduled within 30 days based on space availability. If it cannot be rescheduled within 30 days, you will be refunded for that day of training.

Questions about these policies? Email: karen@karenhixsonlpc.com