

Registration Policies & Information

Confirmation of Registration:

All confirmed registrations will receive a confirmation number and registration email after the payment is received. The email will include specific location information, directions and suggested hotels. Your seat in the training is not confirmed until we receive payment. The receipt of a purchase order holds a seat in the class until payment is received.

Payment Terms:

Your registration and seat in the training are confirmed when we receive payment. Payment must be made at least 30 days prior to the scheduled start date. A person registering 30 days or fewer prior to a start date must pay with terms that are due upon receipt of invoice or the attendee may bring payment to the first day of the class. Your seat is considered "held" until payment is received. In these situations, (30 days or less) it is helpful to keep an open dialogue with us regarding your payment intentions.

Cancellations by the Customer:

To cancel, please call us at (770) 390 - 0949. You must receive a cancellation email from Orbital to complete the cancellation process. Any requests for refunds without a cancellation number and email will not be refunded.

30 or more days before start of course: 100% refund

22 to 29 days: 50% refund

21 or fewer days: No refund

Cancellations by Orbital Plastics Consulting:

Orbital reserves the right to cancel a class due to insufficient enrollment by providing notice to customer at least 7 calendar days prior to class start date.

In the event of such cancellation, customer may choose to receive a full refund of registration fees paid or transfer to another date and location.

Orbital is not responsible for non-refundable tickets purchased or reservations made by customer. Please make your plans accordingly.

Transfers:

Transfers 15 or more days prior to the course are allowed. Transfers 14 calendar days or fewer prior to the training start date are generally not allowed. Please contact us to discuss the particulars. You must request a transfer email confirming your transfer information. If the attendee does not obtain a transfer confirmation email and does not attend, no refund will be given.

No Shows:

If an attendee does not attend the scheduled Orbital training and does not have a cancellation number, there will be no refund or credit given.

Leaving During Orbital Training:

If an individual leaves Orbital training after it has started, there will be no refunds or credits issued.

Transportation, Meals & Airline Travel:

The training will generally operate from 8:00am to 5:00pm of the outlined days of training. However, we strongly encourage candidates to arrange travel plans, especially airline flights, to arrive on the day prior to the start of the program and leave the day following the program. The 5:00 PM end time is subject to successful completion of all daily activities and it is suggested that you allow for extra time, especially on the last day. Transportation to and from the training location, lodging, and meals are the responsibility of each attendee.