

KATIE MAYNARD, PLLC

TRAINING & CONSULTATION



Course Policies: Accessibility, Complaints, Disputes, and Refunds

It is the responsibility of each individual to understand what their own state licensing board requires for license renewal, as well as what the licensing board identifies as acceptable for continuing education credit hours. Please contact your board for verification if you are unsure of your continuing education CE requirements, including online and distance learning formats.

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Cancellation, Policies and Refunds:

Fee covers: Attendance, course material and CE award to those who successfully complete the course. Full refund less \$25.00 administration fee when canceling up to 2 weeks before live event. No refunds less than 2 weeks prior, but credit given for one future event within 12 months of cancellation. Katie Maynard PLLC does not issue any refunds once a participant has attended our workshops, training or courses.

Cancellations to in-person events due to illness are considered on an individual basis. In the rare event that the entire training is cancelled by Katie Maynard PLLC, a full refund will be issued to the registrant.

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Accessibility Accommodations:

To request an accommodation, please contact us as soon as possible and ideally with at least 30 days prior notice.

Dispute Resolution:

You agree that any dispute or claim relating in any way to this Agreement or your use of the website will be resolved by binding arbitration as described in this Section, rather than in court, except that you may assert claims in a small claims court in King County, Washington if your claims qualify and you or we may bring suit in the state or Federal courts in King County, Washington to enjoin infringement or other misuse of intellectual property rights. The Federal Arbitration Act and federal arbitration law apply to this Agreement. There is no judge or jury in arbitration, and court review of an arbitration award is limited. However, an arbitrator can award on an individual basis the same damages and relief as a court (including injunctive and declaratory relief or statutory damages), and must follow the terms of this Agreement as a court would. For all disputes whether pursued in small claims court or arbitration, you must first give us an opportunity to resolve your claim by sending a written description of your claim to Katie Maynard PLLC, 4212 35th Ave W, B301, Seattle WA 98199. We each agree to negotiate your claim in good faith. If we are unable to resolve the claim within 60 days after we receive this claim description, you may pursue your claim in arbitration.

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We each agree that if you fail to timely pay amounts due, we may assign your account for collection, and the collection agency may pursue, in small claims court, claims limited strictly to the collection of the past due amounts and any interest or cost of collection permitted by law or the Agreement.

To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to our registered agent at Katie Maynard PLLC, 4212 35th Ave W, B301, Seattle WA 98199. The arbitration will be conducted by the American Arbitration Association (AAA) under its rules, including the AAA's Supplementary Procedures for Consumer-Related Disputes. The AAA rules are available at www.adr.org or by calling 1-800-778-7879. Payment of all filing, administration and arbitrator fees will be governed by the AAA's rules. We will reimburse those fees for claims totaling less than \$10,000 unless the arbitrator determines the claims are frivolous. Likewise, Katie Maynard PLLC will not seek attorneys' fees and costs from you in arbitration unless the arbitrator determines the claims are frivolous. You may choose to have the arbitration conducted by telephone, based on written submissions, or in person in the county where you live or at another mutually agreed location.