



## **NC AHEC VISION Scheduling / Cancellation Policy**

The North Carolina AHEC VISION network has developed a \$30 scheduling/coordinating/billing charge for each site requested per video conference. The following statement outlines a client's responsibility for this charge once they request an AHEC VISION event.

1. From the time a client requests an event via a VISION scheduling contact to the time the VISION Network has confirmed all locations and network resources the client is not liable for any scheduling charge.
2. Once the event has been confirmed and scheduled on the VISION Network the client is responsible for 50% of the scheduling charge per requested location (\$15 per site) if the client cancels prior to 48 hours before the event.
3. If the client cancels less than 48 hours before the scheduled VISION Network event then the client is responsible for 100% of the scheduling charge per location (\$30 per site).
4. If a client cancels the day of or does not show up for their scheduled VISION Network event then the client will be responsible for 100% of all VISION charges for the event. That charge will include the scheduling fee, any resource fees and the location fee for each site for the time the client had scheduled.
5. If there is a technical problem with a clients scheduled event the following policy will apply.
  - a. The VISION Network will have 10 minutes per scheduled hour to troubleshoot and correct any technical issues so that the client can conduct their event. For any one event the VISION Network will have a maximum of 30 minutes to correct a technical issue.
    - i. The client can request that the VISION Network attempt to correct a technical issue for longer than the above stated time period, in which case if the trouble is resolved and the event proceeds the client will be responsible for all event charges.
  - b. If the technical issue is not resolved in the above time frame and causes the entire event to be canceled the client will not be responsible for any charges.
  - c. If the technical issue is with a location (that is not the teaching / originating location) and the event can proceed, the client will not be charged any fees associated with the location that did not participate due to technical problems, but will be responsible for all other charges.