

Pennsylvania Restaurant Association

Shipping Policy: All necessary course materials are sent out via DHL two weeks prior to the course date unless otherwise specified. Please note, it is your responsibility to notify us if you have not received your materials prior to the course date.

Privacy Policy: We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We reserve the right to collect company contact information for those who purchase membership through our website. Our policy is to share this information upon request to members only.

Security Policy: Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Customer Service Number: 800-345-5353

ServSafe Course Cancellation/Refund Policy

- Cancellations made 15 or more days before the class date will be refunded in full. Transfers made 15 or more days in advance of the class date will not be assessed any additional fees.
- All materials mailed prior to 15 or more days before the class must be mailed back by traceable means and unopened in order to receive a full refund.
- Cancellations or transfers made 14 days or less prior to course date will be charged a \$60.00 cancellation fee.
- Materials must be mailed back by traceable means and unopened. Otherwise, the cost of the book will be assessed to the participant.
- No shows will not receive a refund but are eligible to attend another class. You will be responsible for the \$ 60.00 transfer fee.
- If you are unable to attend the class, you may send someone else from your establishment in your place at no charge. Please call the PRA office at your earliest convenience to give the participant's name. Additional materials will not be mailed. Please be sure to pass on the materials and instructions/directions to the new participant.
- In the event of inclement weather, the class will only be cancelled if the school district in that area is closed. You may reschedule for another class at no additional charge.

PRA Event Cancellation Policy: The Pennsylvania Restaurant Association will honor requests for event registration cancellation providing no costs for the event have been incurred by the Association at the time of the request. All requests for cancellation must be made directly with the PRA Event Planner by calling 1-800-345-5353.