

**NeighborWorks® America**  
**NeighborWorks Training Institute Policies and Procedures**

NeighborWorks America is committed to the equal treatment of and opportunity for all people without regard to race, religion, ethnic background, age, sexual orientation, marital status or gender. Our practice is one of zero tolerance of discrimination.

### **Special Needs Policy**

If you have special needs addressed by the Americans with Disabilities Act, please notify the NeighborWorks Training Division via email at [nti@nw.org](mailto:nti@nw.org) at least one month before the NeighborWorks Training Institute (NTI). You should also indicate your special need on your registration form so that appropriate arrangements can be made. If you have a medical situation that may hinder a person from sharing a room with you, you may be required to pay for an upgrade to a single room.

### **Attendance Policy**

Classes begin promptly at 8:30 a.m. and conclude at 4:00 p.m. each day except on Friday when courses end at 2:30 p.m. Certificates of completion are issued only to participants who have attended and completed 100% of the course. There are no exceptions to this policy. Participants should schedule their return travel to depart at least two hours after their last class ends so they can attend 100 percent of the class, receive their certificates, and make it safely to the airport in time for their flight.

### **Cancellation and Refund Policies**

#### **NeighborWorks Network Organizations**

Cancellations: If you need to cancel your registration for the NTI, you must provide notice of cancellation via email to [nti@nw.org](mailto:nti@nw.org) at least three weeks prior to the start date of the event in order to receive a tuition refund and be able to recover your training slot. If cancellation notice is received less than three weeks and up to five business days before the start of the event, NeighborWorks will assess a \$150 cancellation fee and provide a tuition credit voucher for the remaining balance; the credit voucher expires if not used within one year of issuance. In addition, you will forfeit the training slot. Participants should check the respective event brochure and the Travel and Logistics Guide (TLG) for the specific cancellation deadline date.

If cancellation notice is received less than five business days prior to the event, or if you do not complete your coursework, no tuition or hotel refund or credit voucher will be issued and you forfeit the training slot.

If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration for the event, you should also contact Directravel at either [nwa@dt.com](mailto:nwa@dt.com) or [nwanyc@dt.com](mailto:nwanyc@dt.com) or 866-492-9834 in addition to sending your email notice of cancellation to [nti@nw.org](mailto:nti@nw.org).

NeighborWorks reserves the right to cancel any course at any time. If your course is cancelled, you may choose another course or request a tuition refund and reinstatement of the training slot. Other than refunding your tuition and reinstatement of the slot in the event that the course you selected is cancelled, NeighborWorks is not liable to you for any other damages, including, without limitation, any obligation to provide refund for any travel or lodging costs associated with attending any NeighborWorks training or other direct, indirect or consequential damages.

**Refunds:** Refunds are made in the same form that the original payment was received. Credit refunds are processed within three weeks after an event and normally appear on your credit statement within three to five business days. Check refunds may take up to 45 days for processing and mailing.

### **Non-NeighborWorks Network Organizations**

**Cancellations:** If you need to cancel your registration to the event, you must provide notice of cancellation via email to [nti@nw.org](mailto:nti@nw.org) at least three weeks prior to the start date of the event in order to receive a tuition refund. Participants should check the event brochure and respective TLG for the specific cancellation deadline date. If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration for the event, you should also contact Directravel at either [nwa@dt.com](mailto:nwa@dt.com) or [nwanyc@dt.com](mailto:nwanyc@dt.com) or 866-492-9834 in addition to sending your email notice of cancellation to [nti@nw.org](mailto:nti@nw.org).

If cancellation notice is received less than three weeks and up to five business days before the start date of the event, NeighborWorks will assess a \$150 cancellation fee and provide a tuition credit voucher for the balance. The credit voucher expires if not used within one year of issuance. If a cancellation notice is received less than five business days prior to the start date of the event, or if you do not complete your coursework, no tuition or hotel refund or credit voucher will be issued. Participants should check the respective event brochure and the TLG for the specific substitution deadline date.

NeighborWorks reserves the right to cancel any course at any time. If your course is cancelled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event the course you chose is cancelled, NeighborWorks is not liable to you for any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks training event or other direct, indirect or consequential damages.

**Refunds:** Refunds are made in the same form that the original payment was received. Credit refunds are processed within three weeks after an event and normally appear on your credit statement within three to five business days. Check refunds may take up to 45 days for processing and mailing.

### **Scholarship Recipients**

**Cancellations:** If you need to cancel your registration to the event, you must provide notice of cancellation via email to [nti@nw.org](mailto:nti@nw.org) at least three weeks prior to the start date of the event. Most scholarships cover lodging and tuition only; however, review your scholarship award letter for details. If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration for the event, you should also contact Directravel at either [nwa@dt.com](mailto:nwa@dt.com) or [nwanyc@dt.com](mailto:nwanyc@dt.com) in addition to sending your email notice of cancellation to [nti@nw.org](mailto:nti@nw.org).

If you are a “NO SHOW” to an event, your scholarship eligibility may be revoked for a period of 12 months. Scholarships are non-transferable to other individuals or events.

NeighborWorks reserves the right to cancel any course at any time. If your course is cancelled, you may choose another course within your scholarship parameters. NeighborWorks is not liable to you for any obligation to provide a reimbursement for any travel and/or lodging costs associated with attending any NeighborWorks training event or other direct, indirect or consequential damages.

### **Substitution Policies**

**Tuition Only Substitutions:** Substitution requests for courses will be accepted up to three weeks prior to the start date of the event and are subject to course availability. You should check the respective event brochure and the TLG for the specific substitution deadline date.

**Lodging and/or Travel Substitutions:** These substitutions are normally accepted up to 4.5 weeks prior to the start date of the event and are subject to hotel and course availability. You should check the respective event brochure and the TLG for the specific substitution deadline date.

## **Lodging**

Guest rooms are available after 3:00 p.m. the day before your course(s) start, and check-out is before noon on the last day of your course(s). Upon receipt of your confirmation letter, please read it carefully for important details about your registration and course locations. All requests to change room and roommates should be made up to 4.5 weeks prior to the event. You should check the respective event brochure and the TLG for the specific hotel change deadline date. No changes will be made on site.

### **NeighborWorks Network Organizations**

Please read your confirmation letter carefully for your hotel assignment. Shared guestroom accommodations are included as part of your training slot. While we cannot guarantee your roommate preference, we make every attempt to match you with your preferred participant. You are required to notify the NeighborWorks on-site housing coordinator no later than 8:00 a.m. on the next day if your roommate does not check in to your shared room so that you can be paired with another roommate.

Single-room accommodations are available on a first-come, first-served basis at an additional cost. The participant or his/her organization must pay the additional costs for the entire stay at the time their registration form is submitted. When requesting an upgrade after your original registration has been processed, you must submit a completed upgrade request form along with payment prior to the lodging change deadline date. All upgrade requests are subject to hotel availability. Upgrade request forms are available by contacting Customer Response at [nti@nw.org](mailto:nti@nw.org). No changes will be made on site.

If you cannot secure a return flight to get you to your home airport by 11:00 p.m. on the last day of your course, you may stay an additional night at our expense when we are notified by the hotel lodging deadline date specified in the event TLG. However, if you paid for a single-room upgrade you will be responsible for the additional night upgrade fee. No changes will be made onsite.

Upon check-in to the hotel, you will be asked to leave a credit card imprint or a cash deposit. Depending on the hotel, this may be a one-time fee, or a daily charge of \$50. Participants should check the respective event brochure and the TLG for the specific hotel deposit policy. You may elect not to leave a deposit; however, you will not have access to the telephone to make outgoing calls, room service, movies and some other services offered by the hotels.

Because of the significant growth of the NTI, we may use multiple hotels to accommodate the required number of guestrooms and meeting rooms. It is possible that your guestroom and courses will be held in different properties.

### **Non-NeighborWorks Network Organizations**

Participants from non-network organizations are responsible for making their own lodging arrangements. A number of guestrooms are available for NTI participants on a first-come, first-served basis at the special rate. In order to secure the special rate, please mention that you are attending the “NeighborWorks Training Event” by the deadline noted. Participants should check the respective event brochure and the TLG for the specific lodging deadline date; however rooms are available on a first-come first-served basis.

Upon check-in to the hotel, you will be asked to leave a one-time debit or credit card imprint or a cash

deposit upon check-in. Depending on the hotel, this may be a one-time fee, or a daily charge of \$50. Participants should check the respective event brochure and the TLG for the specific hotel deposit policy. We strongly recommend that you only use cash for the deposit. You may elect not to leave a deposit; however, you will not have access to the telephone to make outgoing calls, room service, movies and some other services offered by the hotels.

### **Scholarship Recipients**

Most scholarships cover lodging and tuition only; however, review your scholarship award letter for details. Most scholarships do provide single-room accommodation.

Upon check-in to the hotel, you will be asked to leave a credit card imprint or a cash deposit. Depending on the hotel, this may be a one-time fee, or a daily charge of \$50. Participants should check the respective event brochure and the TLG for the specific hotel deposit policy. You may elect not to leave a deposit; however, you will not have access to the telephone to make outgoing calls, room service, movies and some other services offered by the hotels.

If you cannot secure a return flight to get you to your home airport by 11:00 p.m. on the last day of your course, you may stay an additional night at our expense when we are notified by the hotel lodging deadline date specified in the event TLG. No changes will be made onsite.

Because of the significant growth of the NeighborWorks training events, we may use multiple hotels to accommodate the required number of guestrooms and meeting rooms. It is possible that your guestroom and courses will be held in different properties

### **Travel Policy**

Directravel is the official travel agency of NeighborWorks America. Directravel's normal business hours are Monday through Friday from 7:30 a.m. to 8:00 p.m. (Eastern Standard Time). To avoid incurring an extra fee, please refrain from contacting Directravel after its normal business hours, over the weekend, or on holidays unless it is a true emergency. **This policy applies to all participants, including scholarship recipients, for whom NeighborWorks is covering their travel costs.**

You should make your travel arrangements after you receive your confirmation letter. Your arrival to the event is scheduled for the day before your first course begins and your departure date is the last day of your class. NeighborWorks does allow participants to arrive at the NTI two days before and stay up to two days after the last day of the NTI at the participant's expense.

Classes at the NTIs begin promptly at 8:30 a.m. and conclude at 4:00 p.m. each day, except on Friday when courses end at 2:30 p.m. You should schedule your return travel to depart at least two to three hours after your last class ends so you can attend 100 percent of the class, receive your certificate, and make it safely to the airport in time for your flight. Delays in making your travel arrangements may increase the amount of the ticket.

### Travel by Air

Once you receive your letter confirming your registration and NeighborWorks is covering your travel costs, contact Directravel at 866-492-9834 or email your information to [nwa@dt.com](mailto:nwa@dt.com) or [nwanyc@dt.com](mailto:nwanyc@dt.com). Directravel's normal business hours are Monday through Friday from 7:30 a.m. to 8:00 p.m. (Eastern Standard Time). You should be prepared to provide your name as it appears on your government-issued photo id (such as your driver's license or passport), date of birth, and phone number (TSA required information) and preferred flight times to the travel agent when making your travel arrangements.

NeighborWorks organizations and event faculty must use Directravel. The Training Division provides updated travel manifests periodically to Directravel and pay for participants who are attending the events on a training slot. Tickets reserved through Directravel are charged directly to NeighborWorks America.

You are required to fly on the airline that Directravel chooses. Directravel will try to book participants on the government contract carrier when feasible. The government contract carrier must be used (provided there is one) unless to do so would cost more than a non-refundable ticket, cause scheduling problems, such as excessive lay-over, or result in additional travel costs (for lodging and meals) not associated with the price of the ticket. Connecting flights may be required when it is less expensive than a direct flight. You are not required to fly from the airport nearest your home if another airport in your vicinity would significantly lower their total travel expenses. Family members and/or friends of training participants are not eligible to receive government travel fares.

Most airlines and travel agents, including Directravel, are now using the electronic ticketing system. Directravel will indicate whether the participant is receiving an electronic ticket or mailing one to the participant within a week of their reservation provided that: your reservation is made before 2:00 p.m. Eastern Standard Time; you have not requested an itinerary contrary to these guidelines; and you have received a letter from the Training Division confirming your registration.

If you have not received your airline ticket or itinerary within two weeks of making your reservation, call Directravel. If you have a question about the ticket you received, contact the Training Division's meeting services manager at 800-438-5547 or [nti@nw.org](mailto:nti@nw.org). Since Directravel uses the electronic ticketing system, when it is available, be advised that you may have an electronic ticket reserved. Double-check with Directravel before contacting the meeting services manager.

If you need to make a change once the ticket has been issued, contact Directravel directly to reserve another flight. If the change affects your arrival or departure date, contact us at 1-800-438-5547 or [nti@nw.org](mailto:nti@nw.org). We will approve the change with Directravel only if your itinerary is in line with your training schedule and meets the guidelines. **You should be aware that changing tickets that have already been issued does cost NeighborWorks America additional administrative fees. If you received a non-refundable ticket, most airlines charge a flat change fee of \$150 for any type of change (even to correct the spelling of your name), which is the responsibility of the participant, in addition to any fare increases.**

If you prefer to make your own travel arrangements and seek reimbursement, you must contact NeighborWorks America for approval before purchasing the ticket. Send your request to [nti@nw.org](mailto:nti@nw.org). The NeighborWorks staff will provide you with the necessary instructions and details to facilitate your reimbursement. NeighborWorks will reimburse you or your organization for the fare, as detailed on the participant reimbursement form; up to the amount the ticket would have cost NeighborWorks. If the cost of the ticket is less, you or your organization will receive the lesser amount. Reimbursements will be processed after the Institute and all travel is completed. **Please allow up to 60 days for reimbursement.**

If you cannot secure a return flight to get you to your home airport by 11:00 p.m. on the last day of your course, you may stay an additional night at our expense when we are notified by the hotel lodging deadline date specified in the event TLG. However, if you paid for a single-room upgrade you will be responsible for the additional night upgrade fee. No changes will be made onsite. If your flight gets you to your home airport before 11:00 p.m. local time, and you still want to stay the additional night in the hotel, you will need to contact the hotel and arrange to extend your stay and notify the hotel that you will pay for that extra night.

**Directravel has been advised not to make any return travel beyond the Sunday following the NTI. If you plan to travel outside of this schedule, you will need to make separate travel arrangements and are solely responsible for your expenses. In addition, Directravel has been advised not to make any multiple-destination travel reservations. Directravel can only fly you from your home to the NTI and back to your home. We cannot allow you to extend your flight prior to or after the NTI for personal pleasures such as vacations. If you need to deviate from this policy, you must contact us. We may give you approval to purchase your own ticket and we would reimburse you the amount up to what the ticket would have cost us for your travel related to the NTI.**

We encourage you to send any written compliment or complaint regarding Directravel to the Training Division's meeting services manager at [nti@nw.org](mailto:nti@nw.org). Describe the incident or issue as clearly as you can, giving dates, names, disputed fares, itineraries, and any other relevant information. This will help us work with Directravel.

#### Travel by Automobile

Driving in lieu of flying is permitted; however, you must contact the meeting services manager at 800-438-5547 or [nti@nw.org](mailto:nti@nw.org) for prior authorization. Permitted reimbursable expenses include parking, tolls and mileage up to the cost of the round-trip airfare. NeighborWorks America will reimburse you at the prevailing IRS rate. If you do not notify us before the NTI, you may not be reimbursed. Carpooling is encouraged and rental of a vehicle if your team is coming together may be reimbursable. If carpooling, the list of all registered participants in the carpool must be included with the reimbursement request. Please stop by the NTI office or onsite registration booths while onsite to pick up a NeighborWorks America Non-Staff Expense Form. **Please allow up to 60 days for reimbursement.**

#### Travel by Train

Train tickets can only be issued Monday through Friday and must be requested at least three business days prior to departure. This will allow tickets to arrive to the participant in a timely manner. Tickets are delivered overnight and must be sent to a physical address. The carrier is unable to deliver tickets to a post office box.

If your travel question has not been addressed, please contact the meeting services manager at NeighborWorks America, Training Division, 1325 G Street NW, Suite 800, Washington, DC 20005, 800-438-5547—telephone or e-mail at [nti@nw.org](mailto:nti@nw.org).

#### **Comments, Questions and Suggestions**

If you have questions or opinions about any aspect of your NeighborWorks Training Institute experience, please call us at 800-438-5547 or 202-220-2454, or e-mail us at [nti@nw.org](mailto:nti@nw.org).

You can also write to us at NeighborWorks America, Training Division, 1325 G Street NW, Suite 800, Washington, DC 20005, ATTN: Customer Response.

Your opinions are important to us!