

## **CUFCA Training Refund Policy**

The CUFCA training courses are held to assist Contractors in their training of their installers in order to obtain certification from their Certification Organization.

These courses have a minimum requirement of 8 students in order to cover the costs of holding the course. As such, we have the following policy with regards to refunds for students wishing to withdraw from a scheduled course.

A processing fee of \$100 will be charged for all cancellations made 21-15 days or more before the event.

Any cancellations made 14-8 days before the event will only be eligible to a 50% refund of the cost of the course.

Any cancellations made 7-0 days before the event will not be eligible for any refund of the cost of the course.

Refunds will not be provided for registrants who do not attend the course.

Notice of cancellation must be made via e-mail to [training@cufca.ca](mailto:training@cufca.ca)  
A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days, subject to this Refund Policy.

CUFCA will provide a credit on account to the candidate for participation in a future training course scheduled at a later date without any penalty.

Note that circumstances beyond the control of the course organizers may necessitate substitutions, alterations or cancellations of the course. Should this happen, all candidates will receive a full refund of their course fees and also transportation cancellation fees with proof of loss provided. As a customer you are responsible for understanding this refund policy upon booking your training course.