

Public Training Cancellation Policy

Cancellation Notice and Refunds

- a. **Cancellations made at least 14 days prior to the course start date** are eligible for a full refund, transfer, or substitution by a colleague.
- b. **Cancellations made within 14 days of the course start date** are non-refundable. However, the participant may request a one-time transfer to a future session of the same course, or to another participant.
- c. **No-shows** will forfeit the entire registration fee. Medical emergencies will be considered on a case-by-case basis.

Right to Cancel or Reschedule

- a. The company reserves the right to cancel or reschedule courses. Participants can request a full refund or transfer to the next available session.
- b. Participants should consider this policy when making travel arrangements. The company is not liable for any travel expenses incurred due to cancellations or changes.