

Effective July 16, 2018

COURSE CANCELLATION AND REFUND POLICY

This policy pertains to educational programs offered by the Gold Learning and Research Centre. All cancellations must be submitted in writing to louisev@goldlearningcentre.com.

1. If notice of cancellation is received more than 14 days before the course begins, the course fee will be refunded, less \$40 for administrative costs.
2. If notice of cancellation is received at least two business days but less than 14 days before the course begins, 90 per cent of the course fee will be refunded.
3. Refunds will not be issued for cancellations received less than two business days before the course begins.
4. In certain circumstances, if registrants notify the Centre in writing up to two business days before the commencement of the course that they are unable to attend, it may be possible to apply those fees to the next available course, less a \$40 administrative fee. Any requests for such a transfer must be made in writing to the Gold Learning and Research Centre and will be considered on a case-by-case basis.
5. Refunds will be issued in the same manner in which they were received (e.g., credit card payments will be reimbursed by credit card, etc.).

The Gold Learning and Research Centre reserves the right to cancel or reschedule a course due to low enrolment or other unforeseen circumstances. If this should be necessary, the Centre will contact registrants by email or by telephone at least five (5) business days in advance of the date of the course, followed by a full refund. The Gold Learning and Research Centre is not responsible for any costs, including but not limited to travel or accommodation expenses.