

## Cancellation Policy

Cancellations impose additional burdens on other participants and on the workshop facilitator. In order to reduce the chances of conflicts between a workshop and other demands (e.g.: work assignments, family vacations), participants should ensure well in advance of the training that managers and others are aware of the time commitment required for the workshop.

If a participant is unable to take part in the workshop and wishes to withdraw, the following conditions shall apply:

### **Find a substitute for free**

The participant may find a substitute participant at any time, and such substitution will be made without any additional charge.

### **Charges for cancellations**

For any kind of cancellation more than two weeks before the start of a workshop, there is no charge.

For cancellations between two weeks and five calendar days prior to the commencement of the workshop we shall charge 25% of the total amount due or a minimum cancellation fee of \$150 per participant, at our choice.

For cancellations of five calendar days or less prior to commencement of the workshop we shall charge the total amount due or a minimum cancellation fee of \$150 per participant, at our choice.

Failing prior notification, non-attendance of a workshop will result in a charge of the total amount.

Should a participant find him- or herself unable to complete the course, for instance, due to illness, the facilitator, at his discretion, may permit the participant to attend a future workshop at a reduced or nil cost.

### **Cancellation by facilitator**

The facilitator reserves the right to cancel a workshop for any reason up to and including 2 weeks before the start of a workshop.

The facilitator reserves the right to cancel a workshop up to 48 hours before its start if the number of participants falls below the minimum number needed for a workshop (usually in the range of four to seven participants).

The facilitator reserves the right to cancel a workshop up to its commencement time in the event of his sickness or due to family tragedy.

### **Interpretation**

The date of cancellation by a participant shall be the date of receipt of the information directly by a facilitator, or the date of a message left at 613-612-4798.

Cancellations must be made by noon on a day in order for that day to be counted as part of the notice period.

Where a department or other or client of a special in-house workshop wishes to cancel the workshop, the above conditions apply as if the department or client were all and each of the participants.

Last updated: September 2014