

REFUND/CANCELLATION POLICY

If you need to change your plans after you have registered you may:

1. **Designate a substitute to attend in your place**, at no extra cost. Please notify us of the name of the person attending as soon as possible **prior to** the training date for which you registered. This will allow us to correct our records and minimize confusion at check-in.
2. **Transfer to another course**, provided that you notify us by fax or email at least 5 business days prior to the training date for which you have registered. A \$20 administration fee will apply and is payable at the time of the transfer request. We will not consider requests to transfer less than 5 days prior to a training date.
3. **Cancel your registration**, provided that you notify us by fax or email at least 5 business days before the course start time. You will receive a refund with a \$50 administration fee applied. If it is less than 5 business days before the course begins then no refund will be provided.

Contact information

Tel: 236-422-1994

Email: cmha.mhadvocate@shaw.ca

If you fail to attend your scheduled course without required notification as outlined above, your fee will be forfeited.

CMHA South Okanagan Similkameen Branch reserves the right to cancel or postpone workshops due to underenrolment, instructor illness or inclement weather. If a course is cancelled, you may transfer to another course at no additional cost or receive a full refund. This is the only circumstance under which CMHA South Okanagan Similkameen Branch will issue a full refund.