

## **Training cancellation policy**

At FEBEA, we strive to provide the highest quality training and educational services to our clients. We understand that circumstances may arise that require a participant to cancel or reschedule their training. In such cases, we have established the following policy to provide clear and fair guidelines for all parties involved.

### **Training cancellations by FEBEA:**

FEBEA reserves the right to cancel or reschedule a training due to unforeseen circumstances, such as low enrollment or unavailability of the instructor. In such cases, participants will be notified via email before the scheduled start of the course.

If FEBEA cancels a training, participants will be given the option to transfer their enrollment to another scheduled course of the same value, at no additional cost.

If FEBEA reschedules a training, participants will be automatically enrolled to the same training at the new date, at no additional cost.

### **Participant cancellations and no-show:**

If a participant is unable to attend a course, they must notify FEBEA in writing via email at febea[at]febea.org. No refund will be provided, however, participants may transfer their enrollment to another scheduled course of the same value where possible and applicable.

Participants who fail to attend a course without providing prior written notice will not be eligible for an enrollment transfer.

### **Changes to this policy:**

FEBEA reserves the right to modify this refund policy at any time without prior notice. Any changes to the policy will be posted on our website and will be effective immediately upon posting. We encourage participants to review this policy periodically to stay informed of any updates.

By enrolling in a FEBEA course, you acknowledge and agree to the terms outlined in this refund policy. If you have any questions or concerns about our refund policy, please do not hesitate to contact us at febea[at]febea.org.

Thank you for choosing FEBEA as your training provider. We look forward to supporting you in your professional development journey.