



*There is nothing accidental about a good workplace safety record*

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## CANCELLATION POLICY

### PARTICIPANT CANCELLATION:

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- Requests to withdraw from a scheduled course must be made 3 business days (excluding weekends) prior to a course date. If the request is not received prior to the 3 business days, payment for the full course will be invoiced. (If the course was prepaid, no refund will be given).
- Participants must obtain a cancellation confirmation from a representative of CDN Safety Training by email at [info@cdnsafetytraining.ca](mailto:info@cdnsafetytraining.ca) prior to their attendance being considered cancelled. Please include your course name and date in your request.
- If a participant's request to withdraw was made in accordance with our cancellation policy of 3 business days, the participant may either register for the next available course as paid in full, or receive a refund less an administration fee of 25% of the course fee.

### PARTICIPANT NO SHOW:

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- Participants who withdraw after the class start date, are late arrivals resulting in denial of entry into class or who fail to attend without notification will not receive a refund of the course fee.
- Substitution of qualified participants is allowed up to the course start date.

### HOST CANCELLATION:

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- CDN Safety Training reserves the right to cancel any courses due to insufficient enrollment or for other reasons. Every effort will be made to advise participants if a class must be cancelled with at least 3 business days' notice prior to the start date.
- If CDN Safety Training must cancel a class, participants will be offered the option of transferring to the same course at a later date or be issued a credit to a future course of their choice.

### WEATHER CONDITIONS:

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- The safety of our participants and our instructors is of utmost importance. Any weather conditions that result in the cancellation of bus services will cause a class to be either delayed or cancelled. We reserve the right to cancel a class at our discretion should we deem road conditions to be unsafe. Less threatening conditions may cause delays to the start time of a course to ensure participant and instruction safety. Should a course be cancelled due to weather conditions, we will reschedule the course at a later mutually agreeable date and time.

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