

Cancellation (Refund) Policy

When you cancel, it could be a hardship for a number of people. For instance, your attendance may be the deciding factor whether the course proceeds and if you don't show up some students will be disappointed when we send them home due to low enrollment; indeed their employment may even have been conditional upon taking this course. In addition, we will have committed the instructor and will need to pay him/her even if the course doesn't go ahead. For these reasons and others the following policy must be enforced:

A no-show is not acceptable as a notice of your intention to cancel. Following a cancellation a request for a refund needs to be in writing and the original receipt must be returned.

One day courses

If you cancel at least 3 business days or more prior to the class commencing you are entitled to a refund. We reserve the right to levy a small administration fee to cover our costs.

If you cancel 2 business days prior to the class commencing you are entitled to a refund less a \$25 administration fee.

If you cancel 1 business day prior to the class commencing or if you don't show up on the day scheduled for your course there is no refund. If you are tardy for your course and the instructor feels that you have missed too much for you to join the class, it is considered a no-show and you will not be entitled to a refund. For that reason, paper registration begins 15 minutes before class start time.

Two day courses

If you cancel at least 3 business days or more prior to the class commencing you are entitled to a refund less a \$25 administration fee

If you cancel 2 business days prior to the class commencing you are entitled to a refund less a \$50 administration fee.

If you cancel 1 business day prior to the class commencing or if you don't show up on the day scheduled for your course there is no refund. If you are tardy for your course and the instructor feels that you have missed too much for you to join the class, it is considered a no-show and you will not be entitled to a refund. Should you wish to transfer to the next date that may be acceptable after having paid a \$25 transfer fee.

Occupational First Aid courses of more than one day

If written request is received more than 10 full calendar days before the course start date, all monies will be refunded less the registration fee which may be retained by MRFAS. For written requests received 10 full calendar days or less prior to course start date, MRFAS may retain an amount equal to 20% of the tuition. In all cases, books must be returned in their original, unused condition.

Occupational First Aid Instructor/Red Cross Instructor courses

The courses under this heading have their own cancellation policy included in the Application form. Refer to your instructor Application for specifics.

Maple Ridge First Aid School Limited reserves the right to cancel a course due to unavailability of an instructor or insufficient enrollment, in which case a full refund will be made providing the books have been returned and are in their original, unused condition.