

Cancellation Policy

When you cancel, it can cause a hardship on a number of people. For instance, your presence may be the deciding factor whether the course proceeds and if you don't show up a number of students will be disappointed when we send them home; indeed their employment may even be conditional upon taking this course. Also, we will have committed the instructor and will have to pay for him/her even if the course doesn't go ahead. For these reasons and others the following policy is enforced:

A request for 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 an 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 \$15 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.

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 30 calendar days before the course start date, a full refund less 10% of the tuition may be retained by MRFAS. For all other written requests received prior to course start date, MRFAS may retain an amount equal to 20% of the tuition. In all cases, the 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.