

**HEAD OFFICE**

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**SIEGE SOCIAL**

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## REFUND, TRANSFER & CANCELTION POLICY

Refunds must be requested in writing via email to your Program Manager, and must include your full name, member number, course date(s) and location(s). Please allow a minimum of 2 business days for your request to be processed.

**A \$30 administrative fee will be applied to all cancellations of a paid registration.**

The following fees will be applied to course cancelations in addition to the \$30 administrative fee:

- More than 2 weeks (>14 days) from the start of the program:
  - Cancellation fee: \$0
  - Refund: Full refund minus \$30 admin fee
- Within 2 weeks (14 to 4 days) of the program start date:
  - Cancellation fee: 50% of course fee
  - Refund: 50% refund minus \$30 admin fee
- Within 3 days (72 hours) of the start of the program (or no-show on day of course):
  - Cancellation fee: 100% of course fee (no refund)
  - Refund: No refund

**Notes:**

Exceptions may be made for extenuating circumstances, and must be requested in writing with any appropriate documentation included. Requests for exceptions are considered on a case by case basis and are at the sole discretion of CASI-ACMS.

**Course transfers are not available.** If you wish to move to a different course date / location, your original course registration must be canceled, and you will then be able to re-book on a different event.

Cancellations / refunds requested for medical reasons will be evaluated on a case-by-case basis, and must be supported by appropriate supporting medical documentation.

CASI reserves the right to cancel any program without prior notice, and will not be responsible for any expenses incurred by the participant. In that event, registration fees will be refunded in full. In the event of course cancellations by CASI, CASI is not responsible for external costs such as travel or hotel fees.

All programs have a limited number of spaces available and can fill up before the registration deadline. In that event, CASI reserves the right to refuse participants. Please note CASI does NOT operate waiting lists for courses and any open spaces will be made available on our web site.