

## **CANCELLATION POLICY:**

Though we do not expect a requested Program or your participation to one of our programs to be canceled, we are sharing our cancellation policy that was agreed upon with you, our client.

Cancellation Fees. If client cancels or reschedules a Program or its participation to one of our online Programs for any reason with less than 45 calendar days 'notice before the Program date, Client agrees to pay a cancellation / rescheduling fee as follows:

Number of calendar days 'notice prior to Program: Percent of full Program Fee due:

- 30-45 calendar days: 50%:  
15-30 calendar days: 75%
- Less than 15 calendar days: 100%

Rescheduling Fees. If a program is cancelled and rescheduled within 1 month of the original starting date given we are available to attend on the dates you rescheduled your Program, the fee will be 50% of the full Program Fee.

Failure due to "Act of God". In the event that we are unable to deliver a Program as a result of an "Act of God" such as an airport closure, failure of public utilities, epidemic or pandemic, or any other circumstances reasonably beyond our control, we will work together to reschedule without penalty to either you or us.

Calendar days shall be calculated from the date we are notified in writing of cancellation and including the scheduled first day of the Program. Email will suffice to constitute written notice.