



## **Training Seminar Cancellation Policy**

This policy defines how training seminar cancellations are handled and covers Ace Training and Development centre's cancellation of a seminar, minimum participation enrolment, cancellation by registrant, and venue cancellation.

### **Seminar Cancellations (by Ace Training and Development Centre):**

It is our intent to avoid cancellation or rescheduling of any training events. Regrettably circumstances occasionally require us to cancel or reschedule a seminar.

Instructor-led seminars require minimum enrolment of twelve registrants. Seminars with enrolment of less than twelve registrants are subject to cancellation or rescheduling at the discretion of Ace Training and Development Centre.

Cancellation notices will be sent to registrants by email, to the email address provided at the time of enrolment/registration.

If a seminar is cancelled by Ace Training and Development Centre, registrants will receive a refund or may choose to transfer the funds to other seminars scheduled within the year.

As circumstances may require us to cancel or reschedule seminars; please consider this when arranging travel. Ace Training and Development Centre is not liable for any expenses incurred due to re-scheduling or cancellation.

### **Cancellations (by Registrants):**

Cancellations must be completed by notifying Ace Training and Development Centre via email at [info@acetraining.eu](mailto:info@acetraining.eu). All seminars have limited seating, in the event you cannot attend please allow room for other registrants to participate by cancelling your enrolment at the earliest possible date.

Registrant cancellation received thirty days before the start of seminar will receive a full refund or a credit to other seminars scheduled within the year.

Registrant cancellation received fifteen days before the start of seminar will incur a 25% cancellation fee of the registration price. This fee is not refundable and cannot be credited to any other seminar fee.

Registrant cancellation received seven (7) days before the start of seminar will incur a 50% cancellation fee of the registration price. This fee is not refundable and cannot be credited to any other seminar fee.

Registrant cancellations received less than seven (7) days or failure to attend without notice, will be charged for the full seminar fee. There is no credit or refund due to failure to attend without notice. Note that in this case subsidy cannot be claimed from HRDA and full amount must be paid by the registrant.