

REFUNDS – CANCELLATIONS - RESCHEDULING POLICY

Refund Policy

Refunds requested within 30 days of the purchase date and at least 10 business days prior to the scheduled classroom training will be honoured in full, provided the online component (if applicable) is unused. Refunds will not be issued for partially completed training.

Students who do not attend their scheduled classroom training, or those who are more than 30 minutes late, will not be eligible for any refund.

See the rescheduling policy for other options.

Online Components Not Completed - This is applicable to all courses that include an Online component. Students who show up for the scheduled classroom training WITHOUT having successfully completed the online training, will not be eligible for the class and will not be eligible for any refund. See Rescheduling Policy for other options.

Rescheduling Policy

Rescheduling of classroom training will be honoured for requests made at least 10 business days prior to the original scheduled classroom date, otherwise a rescheduling Fee (\$150 + HST) will apply. Rescheduling is limited to the available dates, times and locations offered by Pulse Point Canada.

Any request for cancellation, changes or reschedules made within one week of a course are not allowed and no refunds would be applicable.

Please note that rescheduling will be subjected to course availability.

Cancellation by Pulse Point Canada

Pulse Point Canada reserves the right to cancel or reschedule classroom training in the event of low enrollment or due to circumstances beyond our control. Students will be notified accordingly with a minimum of 3 days' notice.