

FEA Program Cancellation Policy

| Due to program demand and pre-program preparation:

1. **Refunds will be given for cancellations received in writing no later than thirty (30) days before the start date of the FEA Program.** Refunds will be subject to a **\$250 + tax administration fee**. Registrants may opt to transfer their program fee payment to a future offering (within one calendar year).
2. **Registrants whose cancellations are received in writing less than 30 days, and no later than 15 days, before the start date of the FEA Program will be issued a credit on their account to be applied to a future offering (within one calendar year).** The credit will be subject to a **\$500 + tax administration fee**. We regret that we cannot provide refunds in this case.
3. **No refunds will be provided for cancellations received less than 14 days before the FEA program start date.**
4. **Non-attendance:** We regret that we cannot provide refunds or course transfers. The registrant is responsible for payment.
5. Should Family Enterprise Canada need to cancel or postpone a course offering, registrants will have an option of a full refund or a transfer to a future offering of the same course.

Please submit your cancellation in writing via email (fea@familyenterprise.ca) or mail no later than thirty (30) days before your program start date beginning with Module 1: Business Family Dynamics (BFD). If you have any questions, please call us at 1-866-849-0099.