

# Thriving in a Changing World Certification Course Cancellation and Refund Policy

Dated: November 1, 2023

## Refund Policy

- **Up to 60 Days Before the Course Start Date:** Family Enterprise Canada (FEC) will provide a full refund for your registration fee **-or-** the option to carry it forward as a credit towards a future registration for the same course.
- **Up to 30 Days Before the Course Start Date:** FEC will refund 50% of your registration fee **-or-** you can carry the full value forward as a credit towards a future registration for the same course **-or-** you may transfer your registration to another member of the FEA community who wishes to take the course.
- **Under 30 Days Before the Course Start Date:** No refund will be payable; however, there is still the option of deferring to a future delivery date for the same course **-or-** transferring your registration to another member of the FEA community who wishes to take the course.

To request a refund, please email us at [fea@familyenterprise.ca](mailto:fea@familyenterprise.ca).

## Cancellation Policy

- If, for any reason, *Thriving in a Changing World* is cancelled, FEC will offer a full refund.
- If *Thriving in A Changing World* is postponed, FEC will offer the choice of a full refund **-or-** the option to carry it forward as credit to be used for a future delivery of the same course.

## COVID and Health Policy

- We will comply with all health and safety guidelines from local, provincial and federal health authorities, as well as the venue operator. This means the COVID and Health protocols may change at any time.
- All FEC courses are mask-friendly. While masks are no longer required, we will support and respect any personal safety precautions taken by participants, including their decision to wear a mask.

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If you have any questions, please contact us at [fea@familyenterprise.ca](mailto:fea@familyenterprise.ca).