

The Robin McKenzie Institute Canada (MIC)

COURSE CANCELLATION POLICY:



Every attempt is made to offer our programs as publicized. However, MIC reserves the right to adjust program dates, location, times, faculty, etc. in order to accommodate unforeseen circumstances; we will only notify advanced registrants of any program changes. MIC is not responsible for any expenses incurred by registrants due to such adjustments.

MIC further reserves the right to postpone or cancel a course due to insufficient enrolment or unforeseen circumstances up to two weeks prior to the start of the course. If the course is cancelled by the McKenzie Institute, a full refund will be given or funds can be transferred to another course. MIC is not responsible for any expenses incurred by registrants due to such cancellations.

MIC recommends that you **DO NOT MAKE** any non-refundable travel arrangements prior to the course being confirmed. If you need to make non-refundable travel arrangements, please check the website or contact the branch to confirm the status of the course. MIC will not be responsible for charges incurred on non-refundable travel arrangements if they are booked prior to the course status being update to reflect that it is "CONFIRMED".

IMPORTANT

Travel arrangements during the COVID-19 pandemic: MICanada recommends that even if the course status is upgraded to confirmed, you should not make any "non-refundable" travel arrangements. If you need to make travel arrangements to attend a course, please select a rate that will provide you with flexibility in case the institute needs to cancel the course at the last minute due an increased health risk or increased restrictions implemented by the associated local, provincial or federal governments.

Course payment dates are confirmed upon registration. The payment processing date is outlined in your email confirmation.

Parts A & B:

Course participants must cancel in writing, via email to mckenziecanada@bellnet.ca With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, cancellations are subject to the following cancellation penalties:

- A cancellation received after the "Payment Processing Date" is subject to a **\$250.00** penalty.
- Refunds or partial refunds, will not be provided for any cancellations received within 3 weeks of the course date.
- As long as the institute receives notification of cancellation at least 7 days before the course gets underway, a **one-time** credit transfer will be permitted to a future course. The credit amount will be 65% of the amount paid for the cancelled course. Once the replacement course has been confirmed, future cancellations of the replacement course are non-refundable. All course transfers must take place within 18 months of the original course date. Exceptions will be made if there is no similar course scheduled in the area during the 18 month time frame.
- Cancellations received within 7 days of the scheduled course date are not be eligible for a refund or credit transfer.
- Further access to the online component will be denied once the cancellation has been processed.

Additional Note for Parts A and B:

If the online component has not been completed 2 days before the course start date, or the test has not been taken, retaken, or a successful pass on the test has not been achieved two (2) days before the start date, the full cancellation policy terms will apply. Continued access to the online component will be denied once the course gets underway.

Parts C and D:

Course participants must cancel in writing, via email to mckenziecanada@bellnet.ca With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, cancellations are subject to the following cancellation penalties:

- A cancellation received after the "Payment Processing Date" is subject to a **\$250.00** penalty.
- Refunds or partial refunds, will not be provided for any cancellations received within 3 weeks of the course date.
- As long as the institute receives notification of cancellation at least 7 days before the course gets underway, a **one-time** credit transfer will be permitted to a future course. The credit amount will be 65% of the amount paid for the cancelled course. Once the replacement course has been confirmed, future cancellations of the replacement course are non-refundable. All course transfers must take place within 18 months of the original course date. Exceptions will be made if there is no similar course scheduled in the area during the 18 month time frame.
- Cancellations received within 7 days of the scheduled course date are not be eligible for a refund or credit transfer.
- If applicable, further access to the online component will be denied once the cancellation has been processed.

MDT Advanced Extremities, Clinical Skills Update (CSU) & MDT Masterclass or Workshp (TW):

Course participants must cancel in writing, via email to mckenziecanada@bellnet.ca With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, cancellations are subject to the following cancellation penalties:

- A cancellation received after the "Payment Processing Date" and up to 3 weeks prior to the course date is subject to a **\$200.00** penalty.
- Refunds or partial refunds, will not be provided for any cancellations received within 3 weeks of the course date.
- As long as the institute receives notification of cancellation at least 7 days before the course gets underway, a **one-time** credit transfer will be permitted to a future course. The credit amount will be 65% of the amount paid for the cancelled course. Once the replacement course has been confirmed, future cancellations of the replacement course are non-refundable. All course transfers must take place within 18 months of the original course date. Exceptions will be made if there is no similar course scheduled in the area during the 18 month time frame.
- Cancellations received within 7 days of the scheduled course date are not be eligible for a refund or credit transfer.

Complimentary Special Events or Webinars (SE):

Out of professional courtesy we ask that registered participants cancel in writing at least 36 hours prior to the scheduled event, via email to mckenziecanada@bellnet.ca While these events are being offered free of charge, please understand that space on these events is limited and the place that you are holding could be used for another clinician interested in attending this valuable training session. Anyone that registers for a complimentary SE event and fails to attend or cancel in advance, will not be automatically confirmed for the next special event that they wish to attend.

Transferring to Another Course:

All transfer requests must be received in writing within 18 months of the original course date or the course transfer option will be forfeited. Cancellations that take place on a course transfer are subject to the penalty of the original course. Please note that your selected course may not be scheduled in the original course location city, within a 18 month period. Transfers may be extended if a similar part course has not been offered in your province within a 18 month period. The transfer policy is in place to help the course participant avoid incurring unnecessary cancellation penalties. Anyone that does not take advantage of the course transfer will be subject to the original course penalties. Course transfers are subject to availability.

Credentiailling Exam Cancellation Policy:

Exam candidates must cancel in writing, via email to mckenziecanada@bellnet.ca Exam cancellations are subject to the following cancellation penalties:

- A cancellation received after the "Payment Processing Date" is subject to a **\$200.00** penalty.
- Refunds will not be given for cancellations received within 3 weeks of the exam date.
- As long as the institute receives notification of cancellation at least **7 days** before the scheduled exam a course gets underway, a **one-time** credit transfer to another exam will be permitted. Payment of an administration fee of \$100.00 will be charged at the time of the transfer. Once the replacement exam has been confirmed, future cancellations of the replacement exam will be subject to the original penalty. All exam transfers must take place within 18 months of the original exam date. Exceptions will be made if there is no exam scheduled in the area during the 18 month time frame.
- Cancellations received within 7 days of the scheduled exam date will not be eligible for a refund or credit transfer.

Transferring to Another Exam:

All transfer requests must be received in writing within 18 months of the original course date or the exam transfer option will be forfeited. Please note that a Credentiailling Exam may not be scheduled in the original course location city, within a 18 month period. Transfers may be extended if an exam has not been offered in the original exam scheduled province within a 18 month period. The transfer policy is in place to help the exam participant avoid cancellation penalties. Anyone that does not take advantage of the exam transfer will be subject to the original penalties. Transfers extensions are at the sole discretion of The Robin McKenzie Institute Canada.