

COURSE CANCELLATION POLICY:

Every attempt is made to offer our programs as advertised. However, MICanada reserves the right to adjust program dates, location, times, faculty, etc., to accommodate unforeseen circumstances. Notification of course related changes will only be provided to clinicians currently registered on the affected course(s). Clinicians that need to travel to attend a McKenzie MDT course are advised not to make any non-refundable travel plans in the event such changes are necessary, as MICanada will not be responsible for any travel related expenses incurred by registrants due to any unforeseen changes. If you need to make travel arrangements to attend a McKenzie Institute course, we recommend you only select options/rates that provide the option to cancel without penalty.

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 provided or the funds paid can be transferred to another course. The registered clinician can select the option that works best for them. MIC is not responsible for any travel related expenses incurred by registrants due to such cancellations.

The course “**payment processing date**” is noted in the course confirmation email sent by MICanada within a few days of registrations placed through the MICanada website. Important: Please take note of the “payment processing date” because cancellation penalties apply after course payments are processed.

Cancellation Policy - 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 terms and cancellation penalties:

- Anytime prior to the “Payment Processing Date” outlined in the course confirmation email, registrations can be cancelled without penalty.
- A registration cancellation received on or after the “Payment Processing Date” indicated in the course confirmation email, is subject to a **\$250.00** penalty.
- Refunds or partial refunds will not be provided for any Part A or B registration cancellations received within 3 weeks of the course date.
- As long as the institute receives notification of cancellation at least 10 days before the course gets underway, a **one-time** payment credit transfer will be permitted to a future course. The credit amount will be 65% of the amount paid for the cancelled course (35% penalty). Once the replacement course has been confirmed, future cancellations of the replacement course are fully non-refundable and future payment credit transfers will not be permitted. All course transfers must take place within 18 months of the original course date. Exceptions will be made if a similar course isn’t scheduled in the area during the 18-month time frame.
- A request to transfer the original course payment to a future course must be made when MICanada is informed of your need to cancel your course registration.
- Cancellations received within 10 days of the scheduled course date are not eligible for a refund or payment 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.

Cancellation Policy - 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 terms and cancellation penalties:

- Anytime prior to the "Payment Processing Date" outlined in the course confirmation email, registrations can be cancelled without penalty.
- A registration cancellation received on or after the "Payment Processing Date" indicated in the course confirmation email, is subject to a **\$250.00** penalty.
- Refunds or partial refunds will not be provided for Part C or D registration cancellations received within 3 weeks of the course date.
- As long as the institute receives notification of cancellation at least 14 days before the course gets underway, a **one-time** payment credit transfer will be permitted to a future course. The credit amount will be 50% of the amount paid for the cancelled course (50% penalty). Once the replacement course has been confirmed, future cancellations of the replacement course are fully non-refundable and future payment credit transfers will not be permitted. All course transfers must take place within 24 months of the original course date. Exceptions will be made if a similar course isn't scheduled in the area during the 24-month time frame.
- A request to transfer the original course payment to a future course must be made when MICanada is informed of your need to cancel your course registration.
- Cancellations received within 14 days of the scheduled course date are not eligible for a refund or payment credit transfer.

Cancellation Policy – Advanced & Specialty Courses *(listed below)*

MDT Advanced Extremities, Clinical Skills Update Symposium (CSU) & MDT Masterclass or Workshop (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:

- Anytime prior to the "Payment Processing Date" outlined in the course confirmation email, registrations can be cancelled without penalty.
- A course registration cancellation received on or after the "Payment Processing Date" indicated in the course confirmation email, is subject to a **50% cancellation penalty** and the remaining balance will be refunded to the credit card used at registration.
- Refunds or partial refunds will not be provided for any cancellations received within 3 weeks of the course date.

Transferring to Another Course:

A request to transfer the original course payment to a future course must be made when MICanada is informed of your need to cancel a course registration. The transfer payment credit must be used toward a future course taking place in Canada, within 18 to 24 months (*see specific course type notes above*) of the original course date or the transfer credit will be forfeited. Once the replacement course has been confirmed, future cancellations of the replacement course will be subject to the original penalty and future payment transfers will not be permitted. At the discretion of MICanada, payment transfers may be extended if a similar course is not offered in your province within the 18 to 24-month time frame. 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. Transfers to another course are subject to the availability of the requested course.

Case Manager Course Volumes (CM):

You have 90 days to complete the course after purchase. Fees paid are non-refundable and non-transferrable.

Special Events or Webinars (SE):

Fees paid are non-refundable and non-transferrable. 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 some of these events are being offered free of charge to our members with a PRO or PLUS Plan, 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.

Credentiailling Exam Cancellation Policy:

Exam candidates must cancel in writing prior to the scheduled exam by email to mckenziecanada@bellnet.ca. Exam cancellations are subject to the following terms and cancellation penalties:

- Anytime prior to the "Payment Processing Date" outlined in the course confirmation email, registrations can be cancelled without penalty.
- A cancellation received on or after the "Payment Processing Date" is subject to a **\$200.00** penalty.
- Registration fees paid for exam cancellations received within 2 weeks of the exam date are fully non-refundable.
- As long as the institute receives notification of cancellation at least **10 days** before the scheduled exam gets underway, a **one-time** payment credit transfer to another exam will be permitted. Payment of an administration fee of \$100.00 will be charged at the time of the payment transfer. Once the replacement exam has been confirmed, future cancellations of the replacement exam will be subject to the original penalty and future payment credit transfers will not be permitted.
- The new exam date must take place within 24 months of the original exam date.
- Cancellations received within 10 days of the scheduled exam date will not be eligible for a refund or credit transfer.

Transferring to Another Exam:

A request to transfer the examination payment to a future exam must be made when MICanada is informed of the cancellation. The transfer credit must be used toward a future exam taking place within 24 months of the original exam date or the transfer credit will be forfeited. Once the replacement exam has been confirmed, future cancellations of the replacement exam will be subject to the original penalty and future payment transfers will not be permitted. The transfer policy is in place to help the exam candidate reduce and avoid cancellation penalties. Anyone that does not take advantage of the exam transfer will be subject to the original penalties. Transfer credit extensions are at the sole discretion of The Robin McKenzie Institute Canada. Transfers to another exam are subject to the availability of the requested exam.