



## Booking & Cancellation Policy

To ensure that our programs will provide you with the highest quality learning experience, we begin making the necessary arrangements for your course about one month in advance. At the time of your registration, you make a commitment to attend the course(s) chosen, we make additional commitments on your behalf (facilities, instructors, equipment, course supplies, etc.). YOU are responsible for your attendance. To address the above responsibilities and commitments you and us have made, TEAM-1 Academy Inc. has adopted the following Booking and Cancellation Policy.

We request payment in full before the first day of your course. You are registered for the course(s) chosen when our office receives your full payment. Payment may be made by VISA, Mastercard, American Express, Direct deposit, cheque, money order, certified cheque or CASH. Once we receive your registration form you will receive an email confirming all details regarding the course(s), such as, date, time location and so on. We will charge a fee for any dishonoured payment.

**NO REFUNDS WILL BE GIVEN FOR ANY REGISTRANT CANCELLATION WITHIN 14 DAYS OF THE START OF COURSE(S) FOR ANY REASON**

including, but not limited to, conflicts with fire department testing dates or physical fitness testing dates, work-related obligations, family commitments, loss of income, illness or injury, misplacement or loss of course directions.

Course registrations are non-transferrable to another course but they can be used for another person. Full refunds will be given for any course that will not be run due to minimum class sizes not being met. If your course is cancelled/postponed for this reason, we will attempt to inform you approximately 7 days prior to the start of the course and you will be rescheduled for the next available course.

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