

TRANSFERS AND CANCELLATION OF IBAC WORKSHOPS

Transfers

Workshop attendees may transfer their registration for one course to another course.

- First transfer, more than two weeks prior to the course start date - no charge
- First transfer, less than two weeks' notice given – 25% of the course fee will be charged to offset IBAC charges related to conducting the workshop.
- Subsequent transfers regardless of timeframe – 25% of the course fee will be charged to offset IBAC charges related to workshop costs.

Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, IBAC reserves the right to apply the following charges:

- More than four weeks prior to the course start date - no charge
- One to four weeks prior to the course - 50% of the course fee
- Less than one week prior to the course - full fee.

NB: The applicable charge will be determined by when the cancellation notice is received by IBAC in writing.

Non-attendance

If the registrant does not attend a workshop, and does not inform IBAC of this intention, IBAC reserves the right to not refund the workshop fee.

Late arrivals/missed modules

If the registrant arrives late for a course or is absent from any module, or part thereof, IBAC reserves the right to refuse to accept that registrant for training if the IBAC instructor feels the registrant will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

If IBAC cancels a Training Course

IBAC reserves the right to cancel any workshop due to insufficient enrolment at least 30 calendar days in advance of the scheduled workshop date. Notice will be provided with the option to reschedule for a future course date or to receive a full refund of registration fees.

IBAC is not responsible for any expenses incurred by the customer if a workshop is cancelled.

If a workshop is cancelled due to any unforeseen circumstances such as weather or natural disaster, the customer is entitled to reschedule for a future training course.