



## **CANCELLATION POLICY**

The following policy applies to all Classroom Training courses and International Programs.

### **CUSTOMER CANCELLATIONS (MUST BE SUBMITTED TO ITACA IN WRITING)**

- Training courses and programs held in ITACA at your premises, will be invoiced prior to the course being held and require full payment at least 1 month prior to the course/program date.
- Cancellations received up to 15 business days prior to the start of the course or program will not be charged the course/program fee.
- Cancellations 5-15 business days prior to course or program will be invoiced the full course/program fee. As a courtesy, we will allow you to change the date of the course/program within 3 months of the cancellation date.
- Cancellations 1-4 business days prior to class or program, and no-shows, are subject to payment for the full amount without the option of any changes.
- Registrant/Student substitutions may be made at any time.
- Please note that if you do not cancel or do not attend, you are responsible for payment.
- 

### **CANCELLATION OF COURSE/PROGRAM BY ITACA**

- ITACA reserves the right to cancel or change a class or program at any time, including but not limited to, lack of participation, classroom, equipment or trainer availability.

- Notification will be provided within 21 days prior to class or program, whenever possible.
- Registrants/students will not be charged for the course.
- ITACA is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class or program including, but not limited to, cancellation penalties for transportation or accommodations. The customer or student's sole remedy shall be the refund of prepaid course/program fees.

### **GENERAL DISCLAIMER**

ITACA shall not be liable for damages of any kind resulting from errors or omissions in the training materials nor shall ITACA be liable for any damages resulting from the use of the training materials or other information conveyed at an ITACA course.