



<b>Title</b>	Training Fee Refund Policy
<b>Category</b>	Policies & Procedures
<b>Sub-Category</b>	Administration
<b>Effective Date</b>	1-August-2023
<b>Revision Date</b>	4-October-2024

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## TRAINING FEE REFUND POLICY

### Purpose

The purpose of this policy is to ensure and define the conditions under which refunds are provided for the purchases of individual or group training from the Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.).

### Policy

#### Refund Process:

This policy is meant to provide a fair refund process to all trainees. The CMHA HKPR holds the right to change this policy at any time without prior notice.

The purchaser is required to initiate a refund request by contacting our Water Street office reception desk either via email or telephone. When a refund is approved, it will be processed, and payment returned to the purchaser in the most appropriate payment method, within a reasonable amount of days.

#### Full Refunds:

Full refunds will be given to purchasers who give the CMHA HKPR at least ten (10) days notice of cancellation or withdrawal from the training.

#### Partial Refunds:

For notice of cancellation or withdrawal given with less than ten (10) days, but greater than five (5) days before the start of the training, a seventy-five percent (75%) partial refund will be provided.

For notice of cancellation or withdrawal given with less than five (5) days before the start of the training, a twenty-five percent (25%) partial refund will be provided.

#### Items Not Eligible for Refunds:

Mental Health First Aid Standard access code purchases will not be eligible for refund. Once a code has been provided to a course participant, they are no longer eligible for refund.



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