

R.F.A.B.C. COURSE REGISTRATION POLICIES

Registration Policy

All participants in RFABC Education Courses are enrolled non-discriminately. Clients are clearly informed of the registration process and/or assisted to complete registration where required. Course registrations are subject to availability of places based on the maximum number of participants who can be accommodated in a respective course.

General Registration Policies

- Registrations for all RFABC Education Courses are accepted on a first come, first served basis. The RFABC attempts to close registration 12 working days prior to the class date or when the maximum number of participants has been reached, in which case a participant waiting list will be developed.
- Participants on the waiting list are given priority according to whose registration is received first.
- Registrations are confirmed and processed only after payment confirmation is received.
- Course registrations only accepted with attached payment via credit card, cheque, money order or purchase order number made payable to the RFABC unless otherwise instructed.

Cancellation Policies

- All cancellations must be submitted to the RFABC office in writing a minimum of 10 working days in advance of the course start in order to be eligible for a refund or course credit transfer.
- Refunds are available up until 10 working days prior to the class date. A \$65.00 processing fee will apply to all course refunds. *Exception:* Playspace Safety which has a \$40.00 processing fee.
- Cancellations made after the 10 day mark are only eligible for course credit transfer.
- Course credit transfers are valid for up to one year after the original course date and may be applied to any RFABC course offered within the one year time frame.
- Refund and/or course credit transfer amounts will include the registration fee paid, minus the price of any course instruction materials (if applicable) and the processing fee.
- Registrants who do not attend the course and who do not notify the RFABC office of their cancellation will forfeit their registration fee and will not be eligible for a refund or course credit transfer.
- Non RFABC members who cancel within the allotted 10 day period are subject to a processing fee equal to the annual individual membership fee.

Substitutions – RFABC Members only

Should a confirmed RFABC participant be unable to attend, this individual may be able to substitute their seat in the course with another RFABC member from the same department or agency. A substitution request must be made to the RFABC office at least five working days prior to the start of the course and may be accepted at no charge. Substitutions are made at the judgment of the RFABC and must meet all course prerequisites where applicable. Substitutions will not be accepted in the case of a withdrawal.

Unforeseen Cancellation

Extreme cancellations characterized by severe, serious, or desperate circumstances are made strictly at the discretion of the RFABC. The RFABC reserves the right to cancel any course. If the RFABC cancels a course, the participant will be reimbursed the full registration fee.