

2015 Course Cancellation Policy:

Every attempt is made to offer our programs as publicized. However, MIC reserves the right to adjust program dates, location, times, faculty, etc. in order to accommodate unforeseen circumstances; we will only notify advanced registrants of any program changes. MIC is not responsible for any expenses incurred by registrants due to such adjustments.

MIC further reserves the right to cancel a course due to insufficient enrolment or unforeseen circumstances up to two weeks prior to the start of the course. If the course is cancelled by the McKenzie Institute, a full refund will be given or funds can be transferred to another course. MIC is not responsible for any expenses incurred by registrants due to such cancellations.

Please note that all course payments are processed 4 weeks prior to the course start date.

Parts A & B:

Course participants must cancel in writing. Course cancellations are subject to the following cancellation penalties: A cancellation received after the "Payment Date" is subject to a **\$165.00** penalty. A one-time transfer to another course will be permitted without penalty however any future cancellations of that course will be subject to the original penalty. Refunds will not be given for cancellations received within 2 weeks of the course date. All course transfers must take place within 1 year of the original course date.

Additional Note for Parts A and B:

If the online component has not been completed 2 days before the course start date, or the test has not been taken, retaken, or a successful pass on the test has not been achieved two (2) days before the start date, the full cancellation policy terms will apply. Continued access to the online component will be denied after the 14-day post-course agreement. If eligible to transfer registration to a future course, online access will be reactivated only when an official transfer request to a new live course is provided in writing and acknowledged by the Institute. The new course date will prompt re-entry into online/test for our standard designated time period.

Parts C and D:

Course participants must cancel in writing. Course cancellations are subject to the following cancellation penalties: A cancellation received after the "Payment Date" is subject to a **\$100.00** penalty. A one-time transfer to another course will be permitted without penalty however any future cancellations of that course will be subject to the original penalty. Refunds will not be given for cancellations received within 2 weeks of the course date. All course transfers must take place within 1 year of the original course date.

MDT Advanced Extremities, Clinical Skills Update (CSU) & MDT Technique Workshop (TW):

Course participants must cancel in writing. Course cancellations are subject to the following cancellation penalties: A cancellation received after the "Payment Date" is subject to a **\$100.00** penalty. A one-time transfer to another course will be permitted without penalty however any future cancellations of that course will be subject to the original penalty. Refunds will not be given for cancellations received within 2 weeks of the course date. All course transfers must take place within 1 year of the original course date.

Transferring To Another Course:

All transfer requests must be received in writing within 1 year of the original course date or the course transfer option will be forfeited. Cancellations that take place on a course transfer are subject to the penalty of the original course. Please note that your selected course may not be scheduled in the original course location city, within a 1 year period. Transfers may be extended if a similar part course has not been offered in your province within a 1 year period. The free transfer policy is in place to help the course participant avoid cancellation penalties. Anyone that does not take advantage of the free course transfer will be subject to the original course penalties. Course transfers are subject to availability.

Credentialling Exam Cancellation Policy:

Exam participants must cancel in writing. Exam cancellations are subject to the following cancellation penalties:

A cancellation received after the "Payment Date" is subject to a **\$100.00** penalty. Refunds will not be given for cancellations received within 2 weeks of the exam date. A transfer to another scheduled exam will be permitted however any future cancellations will be subject to the original penalty. All exam transfers must take place within 1 year of the original exam date. Cancellations that take place on an exam transfer are subject to the penalty of the original exam.

Transferring To Another Exam:

All transfer requests must be received in writing within 1 year of the original course date or the exam transfer option will be forfeited. Please note that a Credentialling Exam may not be scheduled in the original course location city, within a 1 year period. Transfers may be extended if an exam has not been offered in the original exam scheduled province within a 1 year period. The free transfer policy is in place to help the exam participant avoid cancellation penalties. Anyone that does not take advantage of the free exam transfer will be subject to the original penalties. Transfers extensions are at the sole discretion of The Robin McKenzie Institute Canada.
