



2024-2025 COURSE, EVENT & EXAM CANCELLATION POLICY:

Every attempt is made to offer our programs as publicized. However, the Robin McKenzie Institute Canada (MIC or MICanada) reserves the right to adjust program dates, location, times, faculty, etc., 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 postpone or 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. If you must book travel, we recommend you choose rates that allow flexibility. MIC recommends that you don't make any non-refundable travel arrangements prior to the course being confirmed. If you need to make non-refundable travel arrangements, please check the website or contact the branch to confirm the status of the course. MIC will not be responsible for charges incurred on non-refundable travel arrangements if they are booked prior to the course being "CONFIRMED".

Course payment processing dates are confirmed upon registration. The payment processing date is outlined in your course confirmation email.

Parts A & B:

Course participants must cancel in writing, via email to mckeniecanadamdt@gmail.com **With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, cancellations are subject to the following cancellation penalties:**

- A cancellation received after the "Payment Processing Date" is subject to a **\$250.00** penalty.
- Refunds or partial refunds will not be provided for any cancellations received within 2 weeks of the course date.
- If the institute receives notification of cancellation at least 15 days before the course gets underway, a **one-time** credit transfer will be permitted to a future course. An administration fee of \$75.00 will be charged at the time of the transfer to place the credit on file for a future course to be taken with one year of the original course date. Exceptions will be made if there isn't a similar course scheduled in the area during the 1-year time frame. Future cancellations of the replacement course are non-refundable.
- Cancellations received on or within 14 days of the scheduled course date are not eligible for a refund or credit transfer.
- Further access to the online component will be denied once the cancellation has been processed.

Additional Note for Parts A and B:

If the registrant has not: a) completed Session 1 of the course at least two (2) days prior to the course start date or, b) achieved a successful pass on the final test of Session 1 at least two (2) days before the start date, the full cancellation policy terms will apply. Continued access to the online component will be denied once the course gets underway.

Parts C and D:

Course participants must cancel in writing, via email to mckeniecanadamdt@gmail.com. **With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, cancellations are subject to the following cancellation penalties:**

- A cancellation received after the "Payment Processing Date" is subject to a **\$250.00** penalty.
- Refunds or partial refunds will not be provided for any cancellations received within 2 weeks of the course date.
- If the institute receives notification of cancellation at least 15 days before the course gets underway, a **one-time** credit transfer will be permitted to a future course. An **administration fee of \$75.00** will be charged at the time of the transfer to place the credit on file for a future course to be taken with one year of the original course date. Exceptions will be made if there isn't a similar course scheduled in the area during the 1-year time frame. Future cancellations of the replacement course are non-refundable.
- Cancellations received on or within 14 days of the scheduled course date are not eligible for a refund or credit transfer.
- Further access to the online component will be denied once the cancellation has been processed.

Credentiaing Exam Cancellation Policy:

Exam candidates must cancel in writing, via email to mckeniecanadamdt@gmail.com. **With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, exam cancellations are subject to the following cancellation penalties:**

- A cancellation received after the "Payment Processing Date" and at least 15 days prior to the examination date, is subject to a **\$150.00** penalty.
- If the institute receives notification of cancellation at least **15 days** before the scheduled exam gets underway, a **one-time** credit transfer to another exam will be permitted. Payment of an **administration fee of \$75.00** will be charged at the time of the transfer. Once the replacement exam has been confirmed, future cancellations of the replacement exam will be subject to the original penalty. All exam transfers must take place within 1 year of the original exam date. Exceptions will be made if there is no exam scheduled in the area during the 1-year time frame.
- Cancellations received on or within 14 days of the scheduled exam date are not eligible for a refund or credit transfer.

MDT Advanced Extremities, Clinical Skills Update (CSU) & MDT Masterclass or In-person Workshop:

Course participants must cancel in writing, via email to mckeniecanadamdt@gmail.com. **With the understanding that financial commitments are being made by the institute which are based on the number of registered attendees, and are affected by cancellations, therefore, cancellations are subject to the following cancellation penalties:**

- A cancellation received after the "Payment Processing Date" and up to 3 weeks prior to the course date is subject to a **\$200.00** penalty.
- From 3 weeks prior to 2 weeks prior to the course date 60% of the course fee paid is non-refundable. Alternatively, the fee paid less a \$200.00 penalty will be transferred as a credit to a future course to be used within 2 years of the original course date.
- Refunds or partial refunds will not be provided for any cancellations received within 2 weeks of the course date.
- Cancellations received within 14 days of the scheduled course date are not eligible for a refund or credit transfer.

Case Manager Courses (CM):

Once purchased the fees for the Case Manager course are non-refundable and non-transferrable. Once purchased, the purchaser has 90 days to complete the online Case Manager course.

Paid Special Events, Webinars or Online Workshop (TW):

Once registered the registration fee for these events is fully non-refundable and future credits are not provided.

Complimentary Special Events, Webinars, or Online Workshop (TW or SE):

Out of professional courtesy we ask that registered participants cancel in writing at least 36 hours prior to the scheduled event, via email to mckeniecanadamdt@gmail.com. While some of these events are being offered free of charge, please understand that space on these events is limited and the place that you are holding could be used for another clinician interested in attending this valuable training session. Important: Anyone that registers for a complimentary SE event and fails to attend or cancel at least 24 hours in advance of the event, will be automatically put on a waitlist to attend for the next event that they register to attend. Simply registering online will not guarantee attendance if you have "no showed" in the past, failing to cancel and taking the place that another person could have benefited from.