

2017-2018 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 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.

Course payment dates are confirmed upon registration. If offered, special discounted rates are charged 60 – 65 days prior to the course start date. Regular course rates are charged 30-35 days prior to the course start date.

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".

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. Refunds or partial refunds, will not be provided for cancellations received within 2 weeks of the course date. As long as the institute receives notification of cancellation at least 7 days before the course gets underway, a **one-time** credit transfer to another course will be permitted. Payment of an administration fee of \$35.00 will be charged at the time of the transfer. Once the replacement course has been confirmed, future cancellations of the replacement course will be subject to the original penalty. All course transfers must take place within 1 year of the original course date. Exceptions will be made if there is no similar course scheduled in the area during the 1 year time frame. Cancellations received within 7 days of the scheduled course date will not be eligible for a credit transfer.

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. Refunds or partial refunds, will not be provided for cancellations received within 2 weeks of the course date. As long as the institute receives notification of cancellation at least 7 days before the course gets underway, a **one-time** credit transfer to another course will be permitted. Payment of an administration fee of \$35.00 will be charged at the time of the transfer. Once the replacement course has been confirmed, future cancellations of the replacement course will be subject to the original penalty. All course transfers must take place within 1 year of the original course date. Exceptions will be made if there is no similar course scheduled in the area during the 1 year time frame. Cancellations received within 7 days of the scheduled course date will not be eligible for a credit transfer.

MDT Advanced Extremities, Clinical Skills Update (CSU) & MDT Technique Worksop (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. Refunds or partial refunds, will not be provided for cancellations received within 2 weeks of the course date. As long as the institute receives notification of cancellation at least 7 days before the course gets underway, a **one-time** credit transfer to another course will be permitted. Payment of an administration fee of \$35.00 will be charged at the time of the transfer. Once the replacement course has been confirmed, future cancellations of the replacement course will be subject to the original penalty. All course transfers must take place within 1 year of the original course date. Exceptions will be made if there is no similar course scheduled in the area during the 1 year time frame. Cancellations received within 7 days of the scheduled course date will not be eligible for a credit transfer.

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 transfer policy is in place to help the course participant avoid incurring unnecessary cancellation penalties. Anyone that does not take advantage of the course transfer will be subject to the original course penalties. Course transfers are subject to availability.

Credentiailling 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. As long as the institute receives notification of cancellation at least **7 days** before the scheduled exam a course gets underway, a **one-time** credit transfer to another exam will be permitted. Payment of an administration fee of \$35.00 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 within 7 days of the scheduled exam date will not be eligible for a credit transfer.

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 Credentiailling 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 transfer policy is in place to help the exam participant avoid cancellation penalties. Anyone that does not take advantage of the exam transfer will be subject to the original penalties. Transfers extensions are at the sole discretion of The Robin McKenzie Institute Canada.