

# Training Cancellation Policy

A. Cancellation. The following cancellation policy shall apply to Training at JK Michaels facilities.

1. If written notice is received at least (i) fourteen (14) business days in advance of the class, the Customer is entitled to a refund of its payment, (ii) seven (7) business days in advance of the class, the Customer is entitled to a full class credit that must be used for another class offered by JK Michaels within the earlier of (a) three (3) months of the date of the original class. Customer is not entitled to a refund or class credit if less than seven (7) business days advance written notice is given. Failure to provide written notice at least fourteen (14) business days in advance of the class obligates the Customer to make payment for the full price of the class. Enrolment cancelled within fourteen (14) business days of the scheduled delivery of any class is subject to a penalty fee, up to fee charged for the class.
2. If the Customer has reserved in advance a training room at JK Michaels's facilities and written notice is not received within (30) business days prior to the start of the class, the Customer will be charged the full training room usage fee.
3. For all Training orders, cancellation notices must be emailed to [training@JKMichaelspm.com](mailto:training@JKMichaelspm.com) **no less than** fourteen (14) business days in advance of the class start date. JK Michaels is not responsible for any error in the delivery of the email notice.
4. JK Michaels reserves the right to reschedule or cancel the date, time and location of a Training class at any time, including replacing personnel who may be scheduled to deliver the Training. In the event a Training class is cancelled, the Customer is entitled to a full refund. JK Michaels shall not be responsible for any other loss incurred by Customer as a result of a cancellation or reschedule.
5. If a Training class is cancelled by JK Michaels due to circumstances beyond its reasonable control (e.g. weather, natural disaster), the Customer is entitled to a full class credit which must be used within 3 months of the date of the original class for another class offered by JK Michaels. If JK Michaels cancels a Training class for any other reason, the Customer is entitled to a full refund. JK Michaels shall not be responsible for any other loss incurred by Customer as a result of a cancellation or reschedule.