



REGIONAL DISTRICT NORTH OKANAGAN

Cancellation Policy

Student Withdrawal – Fire Training Centre Programs and Courses

The following rule applies to withdrawal from all program offerings and is as follows:

- a) Late withdrawals (within seven (7) days of the scheduled program start date) are subject to total program fees due and payable unless the FTC cancels the program due to insufficient registration.
- b) If a program or course registration is cancelled or postponed, some third-party institutions' registration fees may still apply. Reimbursement of these fees may be negotiated in the event of a decision to withdraw or postpone the program.
- c) The FTC may consider a refund of up to 100% (one hundred per cent) for withdrawals due to extenuating circumstances or medical reasons. A request for withdrawal for medical reasons must be confirmed by the Authority Having Jurisdiction (AHJ) to the FTC (by letter or email) or, if an individual, accompanied by an Attending Professional's statement and signature.
- d) The FTC reserves the right to cancel any programs. A full refund of the received funds will be reimbursed.
- e) Students asked to withdraw due to their violation of these Facility Booking Terms and Conditions will not receive a refund.
- f) The student's sponsoring organisation or student (if not representing an organisation) is responsible for full payment of any cancellation, postponement, or withdrawal fees caused by the student's violation of these Facility Terms and Conditions, should the situation arise.