

Title: Public Training Course Refund Policy	Category: Policies
Type: Public Training Workshops	Approved: October 28, 2024 Revised:
Review Frequency: Yearly, Q2	When: September 2025

Intent

The purpose of this policy is to provide a clear and consistent framework for handling public training course cancellations and refunds in a fair, consistent, and transparent manner.

Cancellation and Refund Requirements:

1. If a participant requests to cancel their registration for any reason, cancellations will be subject to an administrative charge. The amount of the administrative charge will be based on the course fee.
2. Cancellations received less than three working days in advance of the course start date are not eligible for a refund.
3. No-shows are ineligible for a refund.
4. This policy and the administrative charge for specific course cancellations will be available to potential purchasers on the WDM workshop webpage prior to the time of purchase and registration. The cancellation policy will also be included with the confirmation following the registration.
5. The Western Development Museum reserves the right to cancel a program at any time.
 - a. If the WDM cancels a course after a registration is completed but before the course starts a full refund will be issued.
 - b. If the WDM cancels a course after it has started, a partial refund may be issued at the discretion of the WDM.
6. The Western Development Museum endeavours to provide a safe and appropriate environment within the Museum. When the behavior of a course participant goes against safety rules for the training course, causes a disruption which interferes with the use of space by other participants, or which interferes with a staff member’s completion of their duties, said participant may be removed from the premises and no refunds will be provided.