

Okuma Technology Institute Refund and Cancellation Policy

Individual and Group Cancellation & Refund Policy

Individual registration cancellation requests must be received in writing and time stamped by email or fax at least 14 days prior to originally scheduled training start date to avoid incurring a penalty. Group (4 or more attendees) training cancellation requests must be received in writing and time stamped by email or fax at least 30 days prior to originally scheduled training start date to avoid incurring a penalty. Individuals and/or organizations are responsible for ensuring that York Technical College receives written request of cancellation. York Technical College will reply within 48 hours of receiving written notice, acknowledging receipt of the request.

In the event an individual registration or group reservation is not compliant with the cancellation policy outlined herein, the Distributor (or requesting organization) shall accept full responsibility for paying 100% of tuition, unless a comparable registration or reservation is secured. Because our clients schedule training months in advance, it can be difficult to fill dates that open up with less than 14 days' notice for individual registrations and 30 days' notice for group training reservations.

In the event a group reservation is cancelled with less than 30 days advance notice, the Distributor (or requesting organization) agrees to pay the cancellation fee equal to the minimum class size of four (4), outlined above; however, as a courtesy service, York Technical College will assist in supplementing enrollment to satisfy the minimum class size of four (4) by advertising open seats, at which point the requesting organization will only incur the cost of the difference should the minimum class size not be fulfilled. This is a *courtesy* service; neither York Technical College nor Okuma shall be held responsible for any costs as a result of non-compliant cancellation requests, nor does the College or Okuma accept responsibility for meeting the minimum class size of four (4).

Substitutions of attendees are acceptable at any time up to the course start date. Notification of substitutions shall be made to York Technical College in writing prior to the class start date and must be provided to document the substitution.

Additionally, any Distributor whose employee or employees are found to be non-compliant with either, the **Attendance Policy** or **Grading Policy**, will be responsible for paying 100% of the tuition costs associated with the student or students in question. Further information on the **Attendance Policy** and **Grading Policy** can be found on the following page. These policies are intended to better manage valuable training resources and are not intended to be a penalty. If there are special mitigating circumstances, please feel free to discuss with us by phone.

Please note that York Technical College reserves the right to cancel training at any time due to instructor illness, death in the family, facility issues, inclement weather factors or other unforeseen circumstances beyond the control of York Technical College. In the unfortunate event a class is cancelled, students will be contacted by telephone and email to arrange for training credit, which will be rescheduled at the attendee's convenience, based upon availability. We will always work with your group and every effort will be made to reschedule a cancelled class or transfer enrollments to a later date. If the College is forced to cancel a class due to *insufficient enrollments*, registrants will be notified at least 14 days in advance of the course start date and full refunds will be made. York Technical College is not responsible for travel fees, or any expenses incurred by individuals or organizations as a result of such cancellations. This policy is intended to better manage valuable training resources and is not intended as a penalty. If there are special mitigating circumstances, please feel free to discuss with us by phone.