



Refund and Cancellation Policy

The following policies and procedures apply to all BETTER Program training sessions, workshops, and courses.

Glossary of Terms Used in this Policy

Training session, workshop, or course start date: The date a training session, workshop, or course begins as posted in the course catalogue available in the BETTER Storefront of the Learning Management System (LMS) and/or the BETTER Program website. The BETTER Institute reserves the right to make adjustments to training session, workshop, and course dates.

Incomplete/Fail: The final grade given to a participant who has failed to meet training session, workshop, or course requirements (e.g. non-passing grade on knowledge checks, assignments or quizzes, failure to attend all training/workshop days, etc.). No training/workshop/course fee refunds will be issued in this case.

No Show: A participant who registers for a training session, workshop, or course, but does not attend the training session/workshop and/or engage with the course content (i.e. does not log in to the Learning Management System and has not responded to reminders and/or communication requests from the BETTER Institute).

Registration and Fees

- Training, workshop, and course fees may be paid online using the BETTER Storefront hosted by Course Merchant or via invoice using Quickbooks Payments. Payment is required at the time of registration when using the BETTER Storefront.
- Individuals or organizations preferring an invoice as method of payment must contact the BETTER Institute directly to make the request **prior** to registration in a training session, workshop, or course. If payment is not received 10 business days prior to the training session, workshop, or course start date, individuals will be automatically removed from the training session/workshop/course.
- Discounts cannot be combined. The highest single percentage or dollar discount available to you is applied to your purchase.
- Participants must apply for the special pricing or discount that they may be eligible for **before** paying for any training session, workshop, or course. The discount portion may not be refunded after payment of the training/course fee.
- Fee deadlines are firm and strictly enforced.

Training Sessions and Workshops

The BETTER Program and BETTER Institute reserve the right to cancel or re-schedule training sessions and workshops (virtual and in-person) for a just cause (e.g. insufficient registration, facilitator illness, severe weather,



learning management system or venue issues, etc.). **Cancellation due to insufficient registration will not occur less than 10 business days prior to the course.** In the unlikely event that the training session or workshop needs to be cancelled, you may transfer to another session/workshop or receive a full refund. Costs incurred for non-refundable travel arrangements or other related individual expenses will not be refunded.

If your plans change after you have registered in a training session or workshop you may:

1. Designate a substitute to attend in your place, at no extra cost if you notify us by email at better@ualberta.ca **at least 10 business days prior to the training session start date.** Please provide us with the name and contact information (mailing address, telephone number, and e-mail address) of the person attending. *Contact the BETTER Institute with your substitute as soon as possible* as they will be required to complete a registration form prior to the session start date.
2. Transfer to another session/workshop provided that you notify us via email at better@ualberta.ca **at least 5 business days prior to the training session start date** for which you have registered. A \$50 administration fee will apply and is payable at the time of the transfer request. A registration may only be transferred once and only towards a session/workshop that is scheduled to occur within 12 months of the original training session date.
 - a. **We will not consider requests to transfer less than 5 business days prior to a session/workshop start date.** If you fail to attend your scheduled session/workshop without required notification, as outlined above, your training fee will be forfeited.

If you are a No Show as defined above, you will be removed from the course and no refunds will be issued.

Exemptions will be considered at the BETTER Institute's discretion. If you are unable to complete your training session or workshop due to extenuating circumstances, please contact the BETTER Institute to discuss the possibility of transferring to another session or receiving a refund.

Timekeeping/Punctuality

It is very important that our Trainers and Facilitators start training sessions and workshops on time. Thus, Trainers/Facilitators are free to close admittance to training sessions/workshops 45 minutes after starting. Late arrivals may not be admitted and may not be entitled to their certificate of completion.

Refund Policy

- A full refund will be given up to 10 business days prior to the training session/workshop start date.
- A 50% refund will be given for cancellations made 9 to 5 business days prior to the training session/workshop start date.
- The BETTER Institute incurs significant administrative costs related to your registration before a training session/workshop. As a result, a \$50 administrative fee will be applied to all processed refunds.
- No refund will be granted for cancellations made within 4 business days of the training session/workshop start date.



- No refunds will be given for No Shows as define above.
- No refunds will be given to participants receiving an Incomplete/Fail as define above.
- A full refund will be provided in the event a training session/workshop has been cancelled by the BETTER Program and/or BETTER Institute. The administrative fee will be waived.
- Refund for training sessions/workshops paid via group pricing: if any group of participants withdraw within the timelines indicated above, a refund will be granted as described. However, if the cancellation results in the group being reduced to less than 10 participants, the group pricing will be invalidated, and the refund will be adjusted based on the full training fees for the remaining participants. Please contact the BETTER Institute for further details.
- Refunds are issued by the BETTER Institute and may take up to 6 weeks after the refund has been processed to be received. Refunds are issued either by cheque or directly to the original method of payment, when possible.

On-Demand/Self-paced Courses

Individuals have up to 15 business days after their course registration to withdraw or cancel their registration in individual BETTER Program on-demand/self-paced courses. However, the courses become non-refundable after the 15 business-day period. Unless otherwise specified at time of payment, registered courses will generally remain available to you up to 6 months after you register in the course. On rare occasions we may need to remove certain courses for legal or other reasons. We reserve the right to update courses without offering a refund or exchange.

If the BETTER Institute cancels the availability of a course for any reason, participants will be notified via email and will be granted a refund in full, unless we determine that a comparable on-demand course is available for substitution.

Failure to complete course requirements

To promote self-directed learning and accountability, all participants must complete all course requirements as outlined in the course syllabus to receive a certificate of completion. No refund will be granted if the participant fails to complete all course requirements.

If the participant does not attempt any of the course activities or withdraws from the course more than 15 business days after registering for a course, no refund will be made.

The BETTER Institute does not allow extensions of deadlines for course requirement completion; it is the responsibility of participants, when registering for a course, to be fully aware of their ability to meet course expectations and deadlines.

If you are unable to complete the course due to extenuating circumstances, please contact the BETTER Institute to discuss the possibility of extending the subscription and access to your course.



Refund policy

- A full refund will be given up to 15 business days from course registration.
- A \$30 administrative fee will be applied to all processed refunds for on-demand/self-paced courses.
- No refund will be granted after 15 business days since course registration have elapsed or if the participant fails to complete course requirements as described above (i.e. No Show or Incomplete/Fail).
- Refunds are issued by the BETTER Institute and may take up to 6 weeks after the refund has been processed to be received. Refunds are issued either by cheque or directly to the original method of payment, when possible.