

SSAIC

Saskatoon Sexual Assault
& Information Centre

Cancellation and Refund Policy – First Responder to Sexual Assault Training

If the registrant is unable to attend the training for whatever reason, they may substitute (after notifying SSAIC) someone else from their organization or institution. You can make this substitution at any point, including the morning of registration, however please note we cannot guarantee accommodation of dietary restrictions if the substitution is made less than 3 days before the course start date.

Note: If the substitution scenario as described above requires that SSAIC reprocess the payment from one p-card or credit card to another, there will be a \$50 administration fee.

Where a registered participant must cancel or move their registration to another course date *within the same SSAIC fiscal year (April 1 – March 31)* for whatever reason, the following policies apply:

- Registrations cancelled more than **10 business days** before the scheduled training date will be refunded the registration fee less \$50.
- Registrations cancelled less than **5 business days** before the scheduled training date will not be eligible for refund.
 - SSAIC will transfer the registration to another course date at the request of the participant; a \$50 administration fee will apply and must be paid before registration in the new training date is confirmed.
- If the registration is rolling over from one fiscal year to the next, a \$50 administration fee will apply.

Certificates of Completion policy: A Certificate of Completion will be issued by facilitators at the end of training day two (2) only to those participants who have completed the full two days of First Responder to Sexual Assault and Abuse Training and the course evaluation.

Updated: March 2019