

## HERITAGE GUILD

### Training Academy

#### Cancellation and No-Show Policy

Updated 4/5/17

#### **Guidelines and Procedure for Cancellations and No-Shows for Training Academy Classes**

Customers who wish to cancel or reschedule their course enrollment must do so a minimum of seven days prior to the scheduled course date in order to receive a full refund or to be rescheduled to another course date free of charge.

For cancellations received within seven days of the scheduled course no full refunds will be issued. Customers wishing to reschedule for another currently listed course date can do so, but will incur a \$25 rescheduling fee. Customers also have the option to receive store credit for the course less the \$25 rescheduling fee.

Failure to attend the course (no-show), or cancellations received up to 24 hours prior to the course, will not receive a refund. Customers who wish to reschedule will be required to pay the course fee again.

Heritage Guild reserves the right to cancel or reschedule courses, seminars, clinics, or events at any time. If we are forced to reschedule due to unforeseen circumstances or conditions beyond our control, students are entitled to a full refund or can be rescheduled to a future class date at no charge. ANY cancellation notice will be given via the phone number or email address you provide at the time of enrollment, please be sure you are providing the absolute best means for Heritage Guild to contact you.