

Cowichan Valley Training Centre Ltd

Payment Policy for Public/Private Courses

You may pay in-person at our office using Cash, Debit, Credit Card (Visa, MasterCard) or Company Cheque or by phone for Credit Card (Visa or MasterCard)

Course prices include the cost of tuition, class materials, training supplies, and one exam fee. Prepayment is required to confirm your registration and reserve seats in the class.

Transfer, Cancellation and Refund Policy

Courses Twenty hours or less

Refunds and Transfers are not available if you are a no show for your reserved seat in any class.

If a cancellation or transfer request is received less than two (2) full business days before the course start date FOR ANY COURSE TWENTY (20) HOURS OR LESS – There will be no refund.

Requests for any transfer or cancellation for any course TWENTY (20) HOURS OR LESS must be received more than two (2) full business days before the course start date and a service fee of 40.00 per student, will be charged. A class transfer will be valid for six (6) months from the original course start date will be granted.

Courses More than 20 hours

Refunds and Transfers are not available if you are a no show for your reserved seat in any class.

Notice of five (5) full business days is required and a \$100.00 service fee will be charged. A course credit valid for six months from the date of the original class will be issued.

If a cancellation or transfer request is received less than five (5) full business days before the course start date FOR ANY COURSE TWENTY (20) HOURS OR MORE – There will be no refund.

Refunds are not available once a change is made or if cancellation is not received within the time required.

A private class

failing to cancel more than 5 business days prior to the scheduled program will be subject to a group cancellation fee; no refund is available after this five-day period.

Storm Cancellation Policy

If your class is cancelled due to severe weather conditions, every effort will be made to contact you. We also ask that you use your own discretion; should the weather/road conditions in your area be dangerous and you choose not to attend, we will gladly reschedule you to another class at no charge, as your safety comes first.