





### Registration Policy

Participants must:

1. Make payment at time of registration in order to confirm a seat.
2. Be 19 years of age at the time of registration.
3. Have Grade 8 English written and oral skills (or equivalent) to participate during class.
4. Mark course dates in calendar. We do not send reminders.
5. Make their own child care arrangements. We are unable to accommodate children during course hours.
6. Abide by the Classroom Code of Conduct.

### Refund and Cancellation Policy

1. Requests for cancellations must be received at least 3 business days prior to the course date to get a refund, minus any Administration Fees. **No monies will be refunded or credits offered once the course starts.**
2. All refunds are subject to a \$25 Administration Fee.
3. Westcoast may cancel a course at any time. Registrants will be notified and will receive a full refund.
4. If first class is missed registrants forfeit their fee. There will be no refund.

### Missed Class Policy

1. The first class is mandatory. The entire course builds on the first day and it is essential to the subsequent classes. If the first class is missed you forfeit your fee and may not attend the rest of the course.
2. Participants must attend all sessions and hand in all open-book quizzes scoring at least 70% on each one in order to receive a certificate of completion.
3. There is a \$15 each to reprint a certificate or receipt for up to 1 year from the course start date.
4. Anyone missing more than 1 session will need to take the entire course again at full fee except in unusual circumstances and by special permission by the Training Department.
5. Participants must notify the Instructor of an absence in advance at the earliest opportunity.
6. If a session is missed, participants may make it up the next time the course is offered and within 1 year from the course end date; unless it is the first class.
7. There will be a \$15 fee to make up a missed session.
8. It is the participant's responsibility to keep track of which session and topics were missed and to find out when s/he can make them up.
9. Certificates of completion may be picked up after making up the missed session.

**With my signature I am indicating I have read and accept all Polices above:**

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Participant's Signature

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Date