

Refund and Cancellation Guidelines

General

Refunds will be made using the same payment method used for the initial transaction.

Training and Reference Materials

Event or Course Cancellation by the Safety Codes Council (Council)

The Council reserves the right to cancel an event or course due to low enrolment or other circumstances that would make the event or course non-viable.

If the Council cancels an event or course, registrants will be provided with a full refund.

Course Registration Cancelled by Participant

Registrants are eligible for a 50% course fee refund where the following conditions have been met:

- Written notification of withdrawal from the course is received by the Council within 30 calendar days of registering for the course, and
- All printed materials have been returned by the registrant and received by the Council.
 - *Note:* the registrant is responsible for all shipping costs associated with the return of materials.

Requests for Other Training Related Services or Products

Refunds are not available for: Exam re-evaluation, challenge exams, course extensions, course equivalency requests, course copyright, Barrier Free Design Guide, Private Sewage Systems Standard of Practice Guidebook, Fire Alarm Systems Guide, or other products sold by the Council.

Certification

Cancellations and refunds of fees for Master Electricians and Safety Codes Officers are not available, except for: a suspended or cancelled SCO certification; suspended or cancelled SCO or permit issuer designation of powers; or suspended, cancelled, or expired Master Electrician certificate of competency. These fees may be adjusted or waived if the applicant can demonstrate exceptional circumstances.

Shipping Policy

The individual is responsible for any costs associated with shipping and returning materials to the Council.