

## **A Friendly Reminder Regarding Our Refund Policy:**

### Courses are Non-Transferable.

If You Cancel: All notifications of cancellation must be received in writing. If you cancel any time up to 14 days prior to course start, you will receive a full refund less a **\$25 administrative fee**.

If you cancel later than 14 days prior to course start, there is no refund of fees. This policy applies in all circumstances due to our commitment to students and instructors two weeks prior to course start. Should you be able to attend a different course within HSAD brochure we would be happy to attempt to accommodate you, pending space availability.

If We Cancel: When the college finds it necessary to cancel a course, a full refund of fees will be granted. Decisions on course cancellations are made two weeks prior to course start in order to provide fair notice to students and instructors. Notifications are made by telephone – be sure to give us an alternate number to call if possible. Should you wish to transfer to another course, every effort will be made to accommodate you, providing there is space. You will be contacted only in the event of cancellation. We cannot be responsible for travel or accommodation expenses.

Refund Policy: No refunds, partial or whole, will be granted if we receive insufficient written notification. It may take 2 to 4 weeks for refunds to be processed. Important Information Courses are non-transferable. Transcripts are issued for credit courses, making it imperative that the student registered is the student that attends.

Our fax number is (705) 457-2255 and is available 24 hours/day 7 days/week. Notification is also welcomed electronically at [askus@hsad.ca](mailto:askus@hsad.ca)