



## F2T Refund, Transfers and Returns Policy

### Virtual F2T Courses

- 1) Virtual F2T Courses are defined as any virtual F2T offering that involves access to F2T's learning management system ("LMS") in order to deliver/host relevant course material.
- 2) The refund policy for all virtual F2T courses is as follows:
  - a. If a refund is requested **more than 60 days before** the scheduled start date of the course, 100% of the course fee will be returned. Alternatively, registration can be transferred to a future course at no additional cost.
  - b. If a refund is requested **between 14 and 60 days (inclusive) before** the scheduled start date of the course, 50% of the course fee will be returned. Alternatively, registration can be transferred to a future course at no additional cost.
  - c. If a refund is requested **less than 14 days before** the scheduled start date of the course, 0% of the course fee will be returned. However, registration can be transferred to a future course at no cost.
- 3) The transfer policy for all virtual F2T courses is as follows:
  - a. If a request is made to transfer the course registration to another individual **more than 60 days (inclusive) before** the scheduled start date of the course, the other individual will be given permission to register in the **same course or a future course** at no cost.
  - b. If a request is made to transfer the course registration to another individual **less than 60 days before** the scheduled start date of the course, the other individual will be given permission to **register in the same or a future course** at no cost, but will not receive a new equipment package and t-shirt (if applicable). It will be up to the individual requesting the transfer to provide their equipment and t-shirt (if applicable) to the new student.
  - c. If a request is made to transfer the course registration to another individual **less than 14 days after** the scheduled start date of the course, the other individual will be given permission to register **in a future course** at no cost, but will not receive a new equipment package and t-shirt (if applicable). It will be up to the individual requesting the transfer to provide their equipment and t-shirt (if applicable) to the new student.
  - d. If a request is made to transfer the course registration with another individual **more than 14 days (inclusive) after** the scheduled start date of the course, it will be denied. No transfers will be granted 14 days after the scheduled start date of the course.

### Virtual F2T Workshops

- 1) Virtual F2T Workshops are defined as any virtual F2T offering that does not involve access to F2T's learning management system ("LMS").
- 2) The refund policy for all F2T workshops is as follows:
  - a. If a refund is requested **more than 14 days (inclusive) before** the scheduled start date of the workshop, 100% of the workshop fee will be returned. Alternatively, registration can be transferred to a future/different workshop at no additional cost.
  - b. If a refund is requested **less than 14 days before** the scheduled start date of the workshop, 0% of the workshop fee will be returned.
- 3) The transfer policy for all F2T virtual workshops is as follows:
  - a. If a request is made to transfer the workshop registration to another individual **more than 7 days (inclusive) before** the scheduled start date of the workshop, the other individual will be given permission to register in the **same workshop or a future workshop** at no cost.
  - b. If a request is made to transfer the workshop registration to another individual **less than 7 days before** the scheduled start date of the workshop, it will be denied.
  - c. No transfers will be granted after the scheduled start date of the workshop.

### Equipment Exchange and Returns

- 1) F2T is unable to process any returns or exchanges of equipment or t-shirts at this time. Please ensure you select the correct equipment and/or t-shirt size upon checkout.

If you need assistance, please contact [info@fittothrive.ca](mailto:info@fittothrive.ca).