

## Universal Health and Safety Inc. Cancellation Policy

Thank you for registering for a course with Universal Health and Safety Inc.!

By registering for this course, you have agreed to the following terms and conditions:

### **Course Start:**

The start date is clearly stated within the Course Confirmation Letter.

Your course will commence daily at 8:00am **unless otherwise stated on the Course Confirmation Letter**. Please arrive a minimum of 15 minutes early as late students will not be admitted into the course.

### **Reschedule or Course Transfer:**

Should you find the need to reschedule your course, it is your responsibility to contact Universal Health and Safety Inc. via email at: [info@usafety.ca](mailto:info@usafety.ca) a minimum of three business days prior to the start of the course to ensure a full refund.

No refund or course transfer will be issued in any of the following circumstances:

- Rescheduling is within three business days of the start of the course.
- You do not attend the course on the designated date.
- You arrive late and are not admitted into the course.
- You previously postponed attending this course and received a course transfer credit; and are not providing a legitimate and validated reason for the additional cancellation.

Should you not be issued a refund or course transfer (given the occurrence of one of the above circumstances) and you would like to register for another course, payment in full will be required.

### **Legitimate Participant Cancellations:**

Should you need to cancel your registration as the result of a legitimate and validated reason, there will be an opportunity to reschedule into one of the next available courses.

Legitimate cancellation reasons are considered as:

- Medical Emergency
  - Serious illness or injury
  - A Medical Note will be required.



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4199 Lougheed Hwy #201, Burnaby, BC V5C 3Y6  
theuniversalgroup.ca  
info@usafety.ca  
604.900.9205

- Family Emergency
  - Written proof of the nature of the emergency will be required.

If a course transfer credit (equivalent of \$75.00 + GST) is provided due to your provision of a legitimate cancellation reason within three business days of a course start, a transfer credit will not be provided again without an additional legitimate and validated reason for again delaying course completion. A refund will not be issued.

Universal Health and Safety Inc. retains the right to review, and or reverse their cancellation policy or any course decision at their discretion.

### **Course Cancellations or Changes**

Universal Health and Safety Inc. reserves the right to cancel or change a class at any time, including but not limited to, lack of participation, classroom, equipment, or trainer availability.

Whenever possible, three business days of notification of the cancellation or change will be provided.

When a cancellation or change occurs, on behalf of Universal Health and Safety Inc., the option for a refund or course transfer will be issued at no charge to participants.

The participant or customer's sole remedy shall be a refund of prepaid course fees or course transfer. Universal Health and Safety Inc. shall not be held liable for any direct, or indirect, consequential, or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalties for transportation or accommodations.

**It is your responsibility to read and understand the above terms and conditions of our cancellation policy.**

We hope you enjoy your selected course and gain some exciting new knowledge!

Sincerely,

Universal Health and Safety Inc.  
4199 Lougheed Highway, #201  
Burnaby, BC V5C 3Y6

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on-demand staffing solutions, occupational health and safety training, and landscaping.