



## CANCELLATION POLICY

*\*\*All cancellation requests must be sent to [infos\\_egls@sonoscope.ca](mailto:infos_egls@sonoscope.ca)*

### *For all courses given in collaboration with our partners (online and face-to-face)*

- All courses given in collaboration with organizations external to SONOSCOPE Inc. are subject to the refund policy of those organizations. Therefore, participants should refer to the department of these organizations to request any cancellations, postponements or refunds.

### *For online course organized by EGLS*

- For any cancellation of registration, reported by email, **more than five (5) weeks prior to the start of the activity**, a full refund will be issued minus a \$50 administrative fee.
- For any cancellation of registration, reported by email, **between five (5) and three (3) weeks prior to the start of the activity**, an administrative fee of \$250 will be deducted from the refund.
- If the cancellation request is made **within less than three (3) weeks of the start of the event**, no refunds will be issued\*.
- For any refund with or without penalty, the cost of educational materials<sup>1</sup> already sent, if any, will be deducted from the amount refunded.
- Participants may not cancel their registration to an online course given in collaboration with an organization in order to attend a face-to-face workshop unless it is hosted by EGLS (without a partner) and the organization agrees. *If so, an additional fee will need to be paid by the participant.*

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<sup>1</sup> Cost of course materials including online course, book, e-learning access and boxed materials Learning and the material included in the box: \$149.95

- EGLS reserves the right to cancel the training if the minimum number of participants required is not met. In this event, the registration fee will be refunded in full, minus the cost of the educational material already shipped, if applicable.

**\*ONLY IN CASE OF EMERGENCY**

*(e.g.: hospitalization of the participant or his/her child, death of an immediate family member), it will be possible to postpone the registration to a later date, as long as the EGLS activity is given in collaboration with the same partner. If there is no space available for the same activity, a full refund will be applicable, minus the cost of educational material already shipped, if applicable.*

***For in-person workshops organized by EGLS***

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- For any cancellation of registration, reported by email, **more than eight (8) weeks prior to the start of the activity, a full refund will be issued but a \$250 administrative fee will be retained.**
- For any cancellation of registration, reported by email, **between eight (8) and five (5) weeks before the beginning of the activity, 50% of the amount paid will be retained.**
- If the cancellation request is **made within less than five (5) weeks of the start of the activity, no refunds will be issued.** \*
- For any refund with or without penalty, the cost of educational materials<sup>2</sup> already sent, if any, will be deducted from the amount refunded.
- Participants may not cancel their registration to a face-to-face workshop in order to participate in an online course, unless the course is hosted by EGLS (without a partner) and the organization agrees. *However, no compensatory refund is provided in such cases.*
- EGLS reserves the right to cancel the training if the minimum number of participants required is not met. In this event, the registration fee will be refunded in full, minus the cost of the educational material already shipped, if applicable.

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<sup>2</sup> The cost of the educational material, i.e. the book and the access to e-Learning is \$124.95

**\*ONLY IN CASE OF EMERGENCY**

*In the event of a cancellation (e.g., hospitalization of the participant or his/her child, death of an immediate family member), it will be possible to postpone the registration to a later date, as long as the EGLS activity is given in collaboration with the same partner. If there is no space available for the same activity, a full refund will be applicable, less the cost of educational material already shipped, if applicable.*