



Education course bookings terms and conditions

Cancellations (Refund or Transfer Requested)

Any request by a registered event or program participant (registrant) must be received in writing via email to the GBCSA Education Administrator address that is provided in your Online Registration Receipt and Registration Confirmation Email.

For fee-based events, a request for cancellation with refund or transfer of booking to another date will be accepted up to the deadline time of 12:00 PM noon, ten business days in advance of the event. The GBCSA must make commitments to suppliers at that time and making changes will result in additional costs or penalties from suppliers. If the cancellation request is received after the deadline, we cannot issue a refund and would recommend a Substitution (see below).

The GBCSA reserves the right to cancel or postpone an event at their own discretion up to 7 days prior to the event and the GBCSA will not be held liable for any related expenses incurred by registrants for things such as flights, accommodation, meals and transportation.

Refunds

All approved refunds may subject to an administration fee to offset GBCSA administration costs.

If GBCSA or its event partner cancel an event, all registrants will receive a full refund of fees paid (no administration charge) no later than two business days following the scheduled date of the event.

All refunds will only be made using the original form of payment. For example, if you registered using a Visa card, any refund will be credited back to that same Visa card.

Substitutions

Registrants who cannot attend an event are encouraged to exercise the option of providing a substitute participant to attend in his/her place. A written notification of a substitution will be accepted by email up to the morning of the event. When signing in at the event, the substitute participant should bring a copy of the Online Registration Receipt or the Registration Confirmation Email

General Terms

We request that registrants carefully review all event related registration information (as found in your Online Registration Receipt, Registration Confirmation Email and/or the Event Web Page) for any additional terms or limitations that may apply to an event or program.

