

## Transfer and Cancellation Policy

1. If a registrant is unable to attend the course, they can avoid incurring a cancellation fee by transferring their registration to a suitable replacement participant. ConnectHEOR must be informed on the details of the replacement participant at least 5 days before the first scheduled day of training at [academy@connectheor.com](mailto:academy@connectheor.com).
2. They can also avoid cancellation fees if they transfer their registration to the next available course dates, given spaces are available. The participant must inform about their transfer to ConnectHEOR at least 5 days in advance at [academy@connectheor.com](mailto:academy@connectheor.com). This option is only provided once and if the participant cancels again before the next course dates, cancellation charges will apply.
3. If a registrant would like to cancel their registration, a request can be sent at [academy@connectheor.com](mailto:academy@connectheor.com). Following amounts shall be deducted from the total fee in case of cancellation or request for a refund:
  1. 20% deduction before 30days of the scheduled first day of training
  2. 50% deduction between 15 and 30 days of the scheduled first day of training
  3. No refund before 15 days of the scheduled first day of training
4. If ConnectHEOR must cancel the training in the event of unforeseen circumstances, ConnectHEOR will return the full registration fees to all the participants. ConnectHEOR will also provide the option of transferring the registration to the next course dates, if the participant is interested.

