



Education Course Terms and Conditions

Effective: 2018-01-01

Payment Policy

Full payment for all classroom and online courses must be received prior to the first day of class. We accept MasterCard, Visa, American Express and cheques. Course fees for online courses (except ITIL) and classroom-based courses outside of Canada will be charged in US\$. Applicable taxes will be added to the invoice and are not reflected in the online booking system. The payment amount will be converted by your credit card company if this not your home currency. Value Shepherd Inc. is not responsible for fluctuations due to currency exchange rates.

Transfers

You can transfer your registration to any attendee from your organization prior to the first day of the course at no additional charge. Please call our office if you wish to transfer a registration at +1 833-825-8348 (toll-free).

Cancellations and Rescheduling

Value Shepherd reserves the right to cancel or reschedule any of their courses up to 10 business days prior to the course start date if attendance is insufficient.

When it is necessary to cancel or reschedule a class all students will be notified and will have the option to transfer their registration or receive a full refund.

Customer cancellation or rescheduling requests will be accepted up to 10 business days prior to the course start date without penalties.

Customer cancellation requests less than 10 business days prior to the course start date will result in the customer being liable for 50% of the registration fee.

Customer cancellation requests less than 5 business days prior to the course start date will result in the customer being liable for 100% of the registration fee.

Customer rescheduling requests less than 10 business days prior to the course start date will result in the customer being charged a 150 rescheduling fee charged in the same currency as the registration fee.

No refunds will be issued for failure to attend classes.

Course Material

Use of the course material is granted under single user license to the course attendee and cannot be copied, reproduced or transmitted. These materials are granted for internal, non-commercial use only.

Supplementary Course Material or Publications

Some courses list required supplementary course materials or publications. It is the responsibility of the attendee to obtain these materials or publications prior to the first day of the course and have them available for the duration of the course.

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**Prerequisites**

Some courses list specific prerequisites. It is the responsibility of the attendee to provide evidence of having met these pre-requisites prior to the start of the course; for instance, providing copies of certificates of prior foundational courses.

Special Requirements

Value Shepherd strives at all times to provide its services in a way that respects dignity, independence, integration and equality of opportunity to all our customers. If you have any special requirements, please let us know as soon as possible so we can take the appropriate action to ensure your training is the best experience.

Please let us know if you have a disability (e.g. dyslexia, physical incapacity, sight or hearing issues, etc.), if English is a second language for you or if you have any dietary restrictions for courses that contain meals. We will do our best to accommodate your needs for both the course and any associated exam.

Contact Info

Please contact us at +1 833-825-8348 (toll-free) if you have any questions or concerns.