

Cancellation, Rescheduling, and Refund Policy:

A class may be cancelled by the training academy 3 (M-F) business prior to the start date, if there are less than 2 students registered for the class. The training academy will contact students 2 business (M-F) days via phone and email.

Cancelled classes by the training academy, the students will have the option to reschedule to the next class or be refunded full amount.

For a student cancellation, to receive a full refund amount of the class the student needs to cancel via phone or email 3 or more (M-F) business days prior to the start of class.

Students that wish to cancel class less than 3 (M-F) business days prior to the start of registered class, IS NOT ELIGIBLE FOR REFUND. They will receive a “Hospitality Rescheduling Occurrence” waiver of that class; they need to reschedule within 3 (M-F) business days of the original registered class date to the new desired class date. If they need to reschedule or cancel again for any reason/any time frame after the initial “Hospitality Rescheduling Occurrence” waiver they are still NOT ELIGIBLE FOR REFUND and will have a \$25 rescheduling fee, this fee must be paid prior to the rescheduling.

Effective 06/24/2022