

Passy-Muir

Continuing Education

Refunds and Cancellations Policy

1. Purpose

Passy-Muir is committed to delivering high-quality educational experiences while maintaining transparent business practices. This Refunds and Cancellations Policy outlines the conditions under which learners may cancel their registration and receive a refund, and the circumstances under which Passy-Muir may cancel or reschedule a course.

2. Learner-Initiated Cancellations

Learners who wish to cancel their registration must submit a written cancellation request to Passy-Muir via email at education@passymuir.com.

Cancellation Deadline: To be eligible for a full refund, cancellation requests must be received at least seven (7) calendar days prior to the course start date.

Refund Eligibility:

- Full refund: Requests submitted at least 7 days in advance.
- Partial refund: Requests submitted between 3–6 days before the course start date (subject to a \$25 administrative fee).
- No refund: Requests received within 48 hours of the course start date or for no-shows.

Processing Time:

- Approved refunds will be processed within ten (10) business days of the request.

Non-Refundable Fees:

- Any materials fees, shipping costs, or processing charges are non-refundable.

3. Passy-Muir-Initiated Cancellations or Rescheduling

Passy-Muir reserves the right to cancel or reschedule a course due to low enrollment, unavailability of instructors, natural disasters, public health emergencies, or other unforeseen circumstances..

If Passy-Muir Cancels:

- Learners will receive a full refund of all paid registration fees or the option to transfer to a future course.

- Passy-Muir is not responsible for expenses incurred from travel plans/reservations in the event of a cancellation.

If Passy-Muir Reschedules:

- Learners will be notified in writing and offered the choice to attend the rescheduled session or receive a full refund.
- Passy-Muir is not responsible for expenses incurred from travel plans/reservations in the event the course is rescheduled.

4. Exceptional Circumstances

Requests for refunds outside of the standard deadlines may be considered on a case-by-case basis in the event of serious personal illness, family emergency, or other exceptional situations. Documentation may be required. For assistance, please contact the CE Administrator at

Email: education@passymuir.com.

Phone: (949) 833-8255

5. Courses with No Registration Fee

Even when Passy-Muir offers a course free of charge, we ask that learners notify us promptly if they need to cancel their participation. This allows us to adjust planning, materials, and waitlists accordingly.

6. Communication of Policy

This policy is made available to learners:

- During the registration process
- In course confirmation communications
- On Passy-Muir's continuing education website
- Upon request

Passy-Muir is dedicated to fair and respectful treatment of all learners. This policy ensures clarity for learners and helps us maintain high standards in continuing education delivery.

Effective Date: JUNE 30, 2025

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