

Short Course Substitutions, Cancellation & Transfer Policy

If you are not able to attend the course, a substitute attend your place without incurring any additional fees. Please submit the substitute's name to techservices.na@mxns.com.

If no one from your organization can attend, you are entitled to a refund according to the

Following guidelines:

- More than 10 business days before course date: 100% refund - \$100 cancellation fee
- 5-10 business days before course date: 75% refund
- Less than 5 business days before the course/no show: No refund

Course transfers are allowed. If you are unable to send a substitute, please reach out to techservices.na@mxns.com about attending a different session if available. If one is not available, the above guidelines are followed.