

## **Cancellation and refund policy**

- If you cancel the course booking within 14 calendar days of receiving your order confirmation and before the start of the course without giving any reason, you are entitled to a full refund of the price paid.
- Cancellations and refunds in circumstances outside those described above, and/or following the expiry of the 14-day cancellation period, are subject to the terms and conditions set out in this Cancellation and Refund Policy. For the avoidance of doubt, the cancellation period will expire 14 days after the date of the Order Confirmation.
- We will make the reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of this reimbursement.
- If you start to use our services during the cancellation period (i.e. if the course commences during the 14-day cancellation period) and/or if you access the course materials, no refund will be payable.

### **Cancellation by MITCON**

- Whilst every effort is made to avoid changes to our program MITCON reserves the right to withdraw or cancel any course. If for any reason we cancel a course, all course fees will be returned in full.