

## Training Department Cancellation, Substitution, & Refund Policy

### HYBRID TRAINING COURSES (virtual and in-person)

- Cancellation of a hybrid training course must be made **a minimum of 10 business days** prior to the first day of training to be eligible for a full refund. If a registrant cancels a hybrid training course **fewer than 10 days before the training date**, they will be assessed a cancellation of \$250.
- A registrant may request to reschedule their attendance with advance notice. The rescheduled training will be based on availability and it must take place within one calendar year. The Training Department will make every effort to work with a registrant on rescheduling.
- In lieu of cancelling or rescheduling, registration may be transferred to another eligible registrant ("substitution").

### REGIONAL & ON-SITE TRAININGS

- The Training Department will post hotel and venue information on the class webpage as soon as it becomes available. It is the responsibility of the registrant to retrieve this information and make appropriate arrangements. Training dates and locations are subject to change with advance notice.
- Syntech Systems reserves the right to cancel or postpone a Regional or On-Site Training and will notify registrants of any such changes **within 21 days** of the training by email or phone.
- All reasonable efforts will be made to reschedule cancelled trainings within the same calendar year. If we elect not to reschedule, registrants will be offered a full refund of the course registration fee only. Syntech Systems will not be held responsible for registrant airline tickets, hotel costs, or any similar expenses/penalties incurred due to trip cancellations or changes.
- In the unlikely event that an On-Site Training must be cancelled by the purchaser, the purchaser must notify the Training Department as soon as possible. If the training is cancelled **at least 21 days before the training date**, a \$500 cancellation fee will be assessed. Cancellations **fewer than 21 days before the training date** will be assessed a cancellation fee equal to 50% of the quoted price for training.

### ONLINE COURSES

- All online courses are non-refundable once a registrant has logged into the course.
- If an incorrect course was purchased, we will gladly substitute the correct course without penalty (prior to accessing course material).

Please allow up to 30 days to process any refunds or credit changes. Requests for accommodations for training should be directed to the Training Department upon registration. Please contact the Training Department at 800-888-9136 ext. 1350 or [training@myfuelmaster.com](mailto:training@myfuelmaster.com) should you have any questions.