



The Center for International Health and Cooperation (CIHC)

CIHC Confirmation, Cancellation and Refund Policy

To confirm your space in CIHC courses:

- The deposit required to confirm your course acceptance must be received no later than four weeks after receiving your acceptance letter.
- Balance of the course fee must be paid no later than four weeks prior the start of the course.

Refunds for CIHC courses will be granted based on the following policy:

- If participant cancels from a course more than 57 days prior to the start of the course = 100% refund of the total cost of the course.
- If participant cancels from a course between 29 and 56 days prior to the start of the course = 50% refund of the total cost of the course.
- If participant cancels from a course less than 28 days prior to the start of the course, no refunds will be granted.
- Registered and confirmed participants wishing to transfer fees from one course to another course, as opposed to canceling, must do so at least 14 days prior to the start of the course for which the participant originally registered.
- If an agency participant is unable to attend the course, the agency can send a suitable substitute. This substitute needs to be approved by the CIHC prior the start of the course. Please contact CIHC if you plan to send a substitute.
- Participant request for course cancellation or refund must be submitted in writing to CIHC via fax, e-mail or express delivery courier.