



## **Productivity Quality, Inc. Course Cancellation Policy**

PQI reserves the right to cancel a course if the minimum registration requirement is not met. We also reserve the right to limit the maximum number of students enrolled in a class.

In the case of PQI canceling a course, the class fee will be credited (refunded) in full. Upon an attendee canceling their registration, the attendee will not incur any additional charges.

Class registrations may be canceled 5 business days before class start date without penalty. Registrations canceled 4 or fewer business days prior to class start date will incur a penalty of 50% of class price.

If you need to reschedule a class, please call 763-249-8130 as soon as possible to notify us. The attendee may choose to apply the entire course fee towards another class within 6 months of the original enrollment date. Course substitution is allowed at any time before a class has begun.

Attendees who do not show up for a class without prior notification will not receive a refund. If they wish to transfer to a different class without following the transfer protocol above, the attendee will need to pay the full amount of the class.

PQI is not liable for airline, lodging, or any other associated incidental costs.

We will do our best to accommodate your needs. Please reach out to us at 763-249-8130 or [training@pqi.net](mailto:training@pqi.net) with any questions.

Registering for a class constitutes agreement to all terms and conditions.