



100-135 Innovation Drive, Smartpark, Winnipeg, Manitoba R3T 6A8

Bioscience Association Manitoba Refund & Cancellation Policy

We appreciate your interest in our products/services. Please review our cancellation and refund policy below:

1. **Cancellation Requests:** Registrants may cancel up to one week (5 business days) before the event to receive a refund. No refunds will be issued to registrants who cancel within one week (5 business days) of the event/training start date. No refunds will be issued for registrants who do not attend.
2. **Substitutes Welcome:** If you are unable to proceed with the training/event, you are encouraged to arrange for a substitute to take your place.
3. **Notification Required:** if you intend to substitute someone in your place, please notify us at least 48 hours (2 business days) in advance of the schedule date of the training/event, unless otherwise specified due to training materials.
4. **Refund Eligibility:** Refunds will be provided according to the following conditions:
 - a. For cancellations made 6 business days or more before the scheduled date of training/event, a full refund will be issued less applicable fees.
 - b. Cancellations made less than a week (5 business days) before the scheduled date will not be eligible for a refund. A credit memo will be applied to the customer's account to be used for future training/events.
 - c. Refunds are subject to deductions for any applicable fees or charges incurred during the booking process.
5. Refunds due to unforeseen circumstances (floods, blizzards, etc.) beyond our control will be dealt with on a one-on-one basis.
6. **Refund Process:** Once your cancellation request is approved, refunds will be processed using the original method of payment. Please allow 5-10 business days for the refund to reflect on your account.

