

## Refund Policy

1 For 4 days or less Programs:

- No fees will be charged by ERTH/ École Ducasse if the student cancels his reservation before the class starting date by one week or more.
- If the cancellation is within more than one day and less than one week before the class starts, 40% admin charge will be charged by ERTH/ École Ducasse.
- If the cancellation is within one day before class start or after the classes started, 100% of the classes carried before receiving the official cancellation request and 30% of the classes fees (prorated) after receiving the official cancellation request will be charged to the student.

2 For 8 weeks or more programs:

The trainee may withdraw his/her registration within a period of ten (10) days following the signature of the Training Contract (fifteen (15) days in case of distance contract). ERTH/ École Ducasse must be notified of the trainee decision by registered mail with acknowledgement of receipt. In this case, no amount will be due by the trainee. However, should the trainee have benefited from training days, their amount, calculated prorata temporis of the entire training, would be due by the trainee. Any cancellation/refund request received after expiration of the withdrawal period, will be processed in accordance to the following:

If at any time the student is prevented from attending the training due to a duly recognized force majeure event, the Training Contract may be terminated by the student. In this case, will only be due by the student, any sums corresponding to the portion of the training and related services effectively received up to the termination of the Training Contract. Overpayment shall be reimbursed by ERTH/ École Ducasse on a pro rata basis where applicable.

Upon expiration of the withdrawal period, except in cases of duly recognized force majeure event, any cancellation, absenteeism, or dropout shall result in ERTH/ École Ducasse charging the trainee the full price of the training as a penalty.

Notwithstanding the foregoing,

- should cancellation be received by ERTH/ École Ducasse fifteen (15) days or more before the start date of the training, only the application fee and the prepayment will remain due. Overpayment shall be reimbursed by École Ducasse where applicable.
- in the event of cancellation of the training by the student for any other reason than a force majeure event, the contract may also be postponed to a later date as agreed by École Ducasse and the student. Any amounts paid will not be reimbursed but may be carried forward to another training period. The maximum deferment is within 12 months of the initial scheduled entry date. ERTH/ École Ducasse must be notified of the trainee decision by registered mail with acknowledgement of receipt.