**Our Course Cancellation Policy at Gateway Safety Services**

Gateway Safety Services Ltd. requires anyone who is taking courses to pay at time of booking. Our class size is limited and we need to ensure maximum student attendance.

**Cancellation Policy**

All requests for withdrawal of these courses must be made 1 business day prior to the class beginning. Non-attendance or stopping payment does not constitute notice of withdrawal from a course. Refunds are available only to students who follow formal cancellation procedures before deadlines. To do so, you may call our Lethbridge office at 403-328-8496 or 1-866-922-4283. If a student leaves a course without proper notification, or does not show up for class at all, the student is not considered eligible for a refund. If Gateway Safety Services Ltd. cancels a course, a full refund of fees will be made. Be advised: Course cancellations are extremely rare.

**Refund Policy**

All refunds must be companied by original receipt and are subject to 10% administrative fee in the first 3 months. 25% administrative fee after 3 months and after 6 months a 50% administrative fee will apply.

Upon registration, the client acknowledges and accepts the conditions of the payment/cancellation policy. No Refunds after 1 year. No refunds on any Driver Training packages.

Please note that this does not apply to companies that are paying for their employee’s as we deal with payment in a different manner.

Thank you

Gateway Safety Services Ltd.