

PAYMENT - Payment must be received before a student will be allowed to attend a class. Payment must be received at least 15 days in advance. A 10% additional charge may be added if payment is received after the 15th day before class. If an invoice sent from NCI is needed for payment by cheque, visa, mastercard or AMEX, (please note a 6% administration fee applies to credit card transactions) please register with enough advance time to allow for the payment process to be completed. NCI will mail the training invoice by 5:00 P.M. of the next business day after the receipt of the registration.

RESCHEDULING - A student may reschedule without penalty, 2 weeks prior to the start of the class. After that time, an additional fee may be charged.

CANCELLATION - If a student cancels more than 15 days in advance, a 10% penalty will be charged. If a student cancels within 15 days of class, a 50% fee will be charged. NCI recommends that students reschedule or substitute instead of cancelling.

CLASS CANCELLATION - NCI will hold a class, as long as payment has been received at least 15 days prior. Paraben courses will require payed registration from at least 2 students at least 15 days prior in order to proceed.

SUBSTITUTION - A student may be substituted for another student from the same company at any time. NCI requires written verification of the substitution on company letter-head. You can fax or mail the substitution letter to NCI.

EXAMS FOR CERTIFICATION - Students need to arrange and schedule their own exams.

SATISFACTION GUARANTEED

If you feel that you could benefit from repeating a course, you may do so at no additional charge* within six (6) months from the original course date.

*Students repeating classes must bring their courseware with them, or the cost of providing a second course book/material will be charged.