



REGISTRATION, WITHDRAWAL AND REFUND POLICY

Saskatchewan First Nations Family and Community Institute Inc. (SFNFCI) is committed to delivering services that are rooted in the principles of relationship and collaboration, that are aligned and guided by the values of respect, love, bravery, wisdom, humility, honesty, and truth.

The sections below outline SFNFCI's policies and procedures relating to training and conference registration, payment, withdrawal, refunds, and cancellation.

REGISTRATION

Registration for training and conferences generally opens between 1-3 months prior to the start date. Registration is accepted on a first-come-first-served basis.

Each training and/or conference will have a clearly stated registration deadline (normally 7 calendar days prior to the start of training or conference).

If enrollment has not yet reached its maximum, late registrations (registrations submitted after the registration deadline) may be accepted by contacting SFNFCI (306-373-2874).

REGISTRATION PROCESS

- An online registration form must be completed and submitted through the SFNFCI website
- Registration forms must be submitted prior to the stated registration deadline
- If the training and/or conference is full, you will automatically be added to a waitlist and contacted if spaces open up

PAYMENT

Payment of training and/or conference fees must be paid in full on or before the first day of the training and/or conference.

PAYMENT PROCESS

- Once your registration is confirmed, an invoice will be sent within 7 days to the email address provided on the registration form
- Training and conference fees may be paid by cheque payable to:
Saskatchewan First Nation Family and Community Institute Inc.
211 - 2553 Grasswood Road East
Saskatoon, SK S7T 1C8
- Receipts will be issued after payment is received

WITHDRAWAL

We understand that withdrawals and schedule changes are sometimes inevitable. The following procedures are necessary to ensure that we can consistently deliver quality training and conferences.

WITHDRAWAL PROCESS

- If you need to withdraw your registration, you may send another person in your place. Please advise SFNFCI of any changes.
- If substitution is not an option and you need to withdraw your registration contact SFNFCI (306-373-2874). You will be sent a withdrawal form to complete and submit.
- Once a completed withdrawal form is received SFNFCI staff will process your withdrawal and may issue a refund based on eligibility.

REFUND

The amount that SFNFCI will refund a registered participant depends on the date of withdrawal.

You must contact SFNFCI to withdraw from a training and/or conference registration and submit a withdrawal form (provided upon request from SFNFCI) to be eligible for a refund.

REFUND TIMETABLE

DATE OF WITHDRAWAL	REFUND
7+ days before the training and/or conference	100% refund
0 - 6 days before the training and/or conference	No refund*
No show (no withdrawal)	No refund*
Withdrawal after start of training and/or conference	No refund*

No refund will be issued. If payment has not yet been made, an invoice will be sent, and the registered participant will be responsible for paying the training and/or conference fees in full.

CANCELLATION

SFNFCI reserves the right to cancel any training and/or conference. If a Training and/or conference is cancelled, SFNFCI will make every effort to reschedule it within 6 - 12 months.

If SFNFCI must cancel a training and/or conference for any reason beyond its control, it will not be held liable for any related costs incurred by participants or their organizations. In this unlikely event, SFNFCI will offer a full refund of training and/or conference fees if the training and/or conference has not started, or a pro-rated refund if the training and/or conference has already begun.

Circumstances beyond SFNFCI's control include, and are not limited to, human-induced and/or natural disasters.