

FATC LEARNING PROGRAMME

Cancellation, Transfer and Refund Policy

FATC understands that professional commitments and operational circumstances can change. We aim to provide reasonable flexibility while protecting the preparation and resources required to deliver our learning activities.

- **Individual Learning**

A full refund is available within 7 days of purchase, provided the Micro-course has not been substantially completed. Alternatively, access may be transferred to another available Micro-course.

- **Live Tutorials and Learning Cycles**

Participants may cancel for a full refund up to 7 days before the first scheduled live activity. After that date, registration may normally be transferred to another available tutorial or Learning Cycle, subject to availability. Once the live activity has begun, fees are non-refundable.

- **AI Negotiation Lab and FATC Learning Pass**

A full refund is available within 7 days of purchase, provided the participant has not attended a live session or made substantial use of the programme. After participation has begun, fees are non-refundable. Where professional circumstances prevent participation, FATC may offer a transfer or credit toward a future programme.

Changes by FATC

If FATC cancels an activity, participants may choose between a full refund, transfer to another available activity, or credit toward a future FATC programme.

Exceptional circumstances

We recognise that frontline professionals may face unexpected operational demands. FATC will consider reasonable requests for transfers, credits or refunds in exceptional circumstances on a case-by-case basis.

Requesting a cancellation or transfer

Requests should be submitted in writing to FATC. Any approved refund will be returned through the original payment method where possible.

Policy principle *Refund before substantial use. Transfer where professional circumstances change. Reasonable consideration in exceptional situations.*

FATC reserves the right to update this policy. The conditions applicable at the time of registration will govern the participant's purchase.

Do not hesitate to contact us with further questions or requests at info@frontline-associates.org