

Cancellation and Audit Policy

Cancellation for which registration has been confirmed must be provided in writing to Freewater Technologies by the student or purchasing agent. Please contact the Course Manager at 757-499-6150 for further assistance.

Standard Registrations

- 10 business day notice – 100% credit for future training will be applied and held for one year
- 5 business day notice - 50% credit for future training will be applied and held for one year.
- Rescheduling a student to a later date class falls under the same notice schedule.
- A “no-show” will result in the full amount of the course being invoiced without a credit. ****it is highly recommended a substitution student is sent to avoid loss of funds.*** Materials will be distributed to the purchaser when applicable.
- Refunds are not provided unless the course is cancelled by Freewater

Early Release of Materials

- Self-Pay customers: standard 2 weeks prior to class.
- If registration is funded by your employer, approval must be granted in writing with the understanding payment for new materials may be required for any replacement students. If the student reschedules to a later date for class, and access to course materials has expired due to early redemption, there may also be a charge for new materials.

Private, Mobile or custom developed courses

- A private course must be rescheduled or cancelled 30 days prior to the class convening date otherwise all costs will be forfeited and invoiced accordingly. Freewater reserves the right to charge logistics costs and travel that cannot be cancelled without a fee.
- All custom-developed courses must be pre-paid. A cancellation of no less than 45 business days is required. Dependent on the level of customization, Freewater reserves the right to charge a fee in the amount of 25% of the originally quoted price for the time and resources allocated to these specialized courses.
- If FWT cancels or reschedules a course due to unforeseen circumstances, 100% credit will be refunded or credited to the client account which will be applied towards future training with FWT. This credit expires one year after the date of the FWT cancellation.

Re-sit and Audit Policy

When availability permits, a student who was not previously certified may re-sit (audit) the course for up to 1 year. The audit must be the same course version originally purchased.

Each student must bring their original courseware. If you are unable to bring/access your original courseware, it can be purchased before sitting as an audit. Depending on when you are returning as an audit student, a ‘materials fee’ may be required due to lab access expiration needed for some classes. Lab fees will be calculated on a case-by-case basis, every attempt to avoid additional costs will be made.