



Cancellation and Audit Policy

Any student or group of students who cannot attend a class for which a registration has been made must send written notification to Freewater Technologies (FWT) via e-mail at akoon@freewatertech.com or by fax at (757) 499-6153.

Standard Registrations

- FWT requires notice 10 business days prior to the class start date to reschedule or cancel any class registration.
- If the cancellation is received prior to the 10-day window a 100% credit will be applied toward future training with FWT. This credit expires one year after the payment was received.
- If a reschedule/cancellation is made within five business days prior to the class convening date, a 50% credit for future training with FWT will be applied and held for one year.
- If the student cancellation is not received by close of business five working days prior to the class convening date, the full amount of the course will be invoiced.
- If a student does not attend a scheduled course without prior notification it will result in a full forfeiture of that student registration cost. Prior to the scheduled start date, only student substitutions will be permitted. Please call to inquire about a no cost substitution in the event one of personnel is unable to attend due to unforeseen circumstance.

Private, Mobile or custom developed courses

- A course that has been 'added to the FWT calendar' must be cancelled within 15 business days otherwise all costs will be forfeited and invoiced accordingly.
- All custom developed courses must be pre-paid. A cancellation of no less than 21 business days is required. Dependent on the level of customization Freewater reserves the right to charge a fee in the amount of 10% of the originally quoted price for the custom or private courses for the resources allocated to these specialized courses.
- Mobile training cancellation/rescheduling must be received no less than 21 business days prior to the start date. Failure to do so will result in the full forfeiture of the course funds. Freewater reserves the right to charge for logistics cost in the event a mobile course has been cancelled within 10 business day prior to the start of class.
- In the event that FWT cancels or reschedules a course due to unforeseen circumstances a 100% credit will be applied to the client account and will be applied towards future training with FWT. This credit expires one year after the date of the FWT cancellation.

Audit Policy

When availability permits, a student may audit a course at no additional cost for either 1 year or for the duration of the said course (i.e. Linux+ 101/102 attendees cannot attend Linux+ 103/104). Each student must bring their original courseware. All supplies and drinks/snacks/lunches will be provided at no additional cost.