

## Cancellations and Refund Policy

- All Fees Are Due in Advance of the date you plan to attend this course. We accept wire transfer, credit card payments by accepting Visa, MasterCard and American Express.
- The workshop/training, your class teaching lessons and homestay will be arranged at least 3-4 months in advance as per regulations of Canadian Homestay program. Therefore, we require full payment of the program in advance.
- We'll try our best to work with you on case to case basis to offer refunds, substitute your booking to another candidate or provide you training at a later date.
- At the time of booking, you're required to pay **\$500 USD**. Upon confirmation of your training workshop, your school where you'll teach and your homestay, you'll be required to pay the balance amount of **\$3000 USD** for 3-week program and **\$5800 USD** for the 6-week program.
- If you decide to cancel within 30 days after paying the initial **\$500** deposit, we'll refund you **\$250**. If you decide to cancel after you've paid the full amount before getting the acceptance letter from the Ministry of Education, then we'll refund you the amount minus **\$500**.
- If you decide to cancel after you have received the Canadian visa based on the acceptance letter sent to you to attend the teacher training program then there will be no refund. We can only substitute the date for a later program date in case of family emergency or other related issues.
- You'll be charged additional **\$250** for rescheduling for another date.
- Shall you be able to prove to us that you did not obtain a Canadian visa based on the acceptance letter and you'd a previously stamped Canadian Valid visa proving a date prior to the issuance of the acceptance letter then we'll gladly refund you amount minus **\$500**. There will be absolutely no refunds issued after **Dec 31, 2019**.
- Please keep in mind that we incur cost in arranging your workshops, on school campus teaching lessons, and commitment to homestay program and at times pay substantial amount to book the slot. We therefore request you not to cancel and if in case of emergency you have to cancel then provide us with a substitute to take your position. Rescheduling is also possible but at a cost.
- If you feel you won't be able to attend the training then try to notify as early as possible to avoid penalties. You can email **cancellations@prudentialfirst.com**. Please include your full name as used in registration and your contact number where one of our staff can reach you during the day time.
- Please call the **program director Miss Binnur Yilmaz at +90 216 251 12 49**  
The refund process can take up to 15 working days to issue you a refund. Most refunds will be wired back to the account it originated from. Credit card refunds will be issued on the credit card. If fees were paid in cash at our office in Istanbul then only a cash refund will be given and the authorized person will be called to pick up the refund. Please bring your valid ID with you at the point of collecting cash refunds.