



## **Cancellation Policy**

All requests for cancellation of a program, or to bank credits or transfer them to another individual, must be submitted in writing, with contact information [name, e-address and/or phone number], to the Registrar, at registrar@ontogony.com.

### **Variable refunds for cancellations are available, as follows:**

All cancellation requests received are subject to an administration fee of \$75, in addition to a percentage of the full program fee payable to Ontogony Evolution LTD, as listed below:

For cancellation requests received **45 days or more** before the first day of the program, 75% of the full program fee will be refunded;

For cancellation requests received **30 to 44 days** before the first day of the program, 50% of the full program fee will be refunded;

For cancellation requests received **15 to 29 days** before the first day of the program, 25% of the full program fee will be refunded.

**No refunds will be given for cancellation requests received 14 days or less prior to the program start date.** In special circumstances, however, a person may be able to bank credits or transfer them to another individual. Such requests to either bank credits or transfer them to someone else must be submitted in writing to the Event Registrar at Ontogony Evolution LTD, and will be evaluated on a case-by-case basis. Banked credits must be used within one year of the originally scheduled program.

**Please Note: With respect to participation in any of the long-term, growth group programs, there will be no refunds granted after the start of the program, due to the limited capacity and nature of the commitment required for these programs.**

Should a person who has selected the monthly payment plan withdraw from the program prior to the completion of the full 10-month period of the program, thus, Ontogony Evolution LTD will continue to process any outstanding monthly payments. For cancellation requests received prior to the start of a long-term program, percentages will be calculated, as described above, on the full program fee.

**Ontogony Centre**  
2667 West Broadway, Vancouver BC  
ontogony.com | info@ontogony.com | 604.813.2848

Ontogony Evolution LTD will confirm by e-mail all cancellations or requests to bank or transfer credits. If you do not receive a confirmation of your request within three (3) business days, please call 604.813.2848 to reconfirm the change.

NSF cheques are subject to a \$25 fee. All refunds will be processed and returned, by cheque, within 20 days of the refund request.

**Special Circumstances:** Cases of family and/or medical emergencies may result in a full refund (minus administrative fees of \$75 plus 10% of the program fee). These will be considered on a case-by-case basis. In order to be considered for such a refund, you must notify Ontogony Evolution LTD by e-mail, at registrar@ontogony.com, as early as possible prior to the start of the program. The option of transferring to other programs where there are spots available, in future, can also be considered.

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