



# Training Class Cancellation Policy

- 1) If written notice is received at least (i) fourteen (14) business days in advance of the class, the Customer is entitled to a refund of its payment, (ii) seven (7) business days in advance of the class, the Customer is entitled to a full class credit that must be used for another class offered by WGU within twelve (12) months of the date of the original class. Customer is not entitled to a refund or class credit if less than seven (7) business days advance written notice is given.
- 2) Cancellation notices must be emailed to [arobles@wga.com](mailto:arobles@wga.com). WGU is not responsible for any error in the delivery of the email notice.
- 3) WGU reserves the right to reschedule or cancel the date, time and location of a training class at any time, including replacing personnel who may be scheduled to deliver the training. In the event a training class is cancelled, the Customer is entitled to a full refund. WGU shall not be responsible for any other loss incurred by Customer as a result of a cancellation or reschedule.
- 4) If a training class is cancelled by WGU due to circumstances beyond its reasonable control (e.g. weather, natural disaster), the Customer is entitled to a full class credit which must be used within 12 months of the date of the original class for another class offered by WGU. If WGU cancels a training class for any other reason, the Customer is entitled to a full refund. WGU shall not be responsible for any other loss incurred by Customer as a result of a cancellation or reschedule.

Please Note: Refunds can only be made to the original form of payment. In lieu of a refund, you may also choose to elect a credit for the full amount paid, which can be used for future training sessions.