



## Registration, Withdrawal and Refund Policy

Saskatchewan First Nations Family and Community Institute Inc. (SFNFCI) is committed to delivering services that are rooted in the principles of relationship and collaboration, and that are aligned and guided by the values of respect, love, bravery, wisdom, humility, honesty, and truth.

The sections below outline SFNFCI's policies and procedures relating to training and conference registration, payment, withdrawal, refunds, and cancellation.

### REGISTRATION

Registration for training and conferences generally opens between 1-3 months prior to the start dates.

Each training and/or conference will have a clearly stated **registration deadline** (normally **10 calendar days** prior to the start of training or conference).

Registration is accepted on a first-come-first-served basis.

### REGISTRATION PROCESS

- An **online registration form** must be completed and submitted through the SFNFCI website
- A single agency or organization may register up to 10 participants on the same form
- Registration forms must be submitted prior to the stated **registration deadline**
- If the training and/or conference is full, you will automatically be added to a **waitlist** and contacted if spaces open up

### LATE REGISTRATION

If enrollment has not yet reached its maximum, late registrations (registrations submitted after the registration deadline) may be accepted by contacting SFNFCI (306-373-2874). **Late registration fees** may apply. If you have been placed on the **waitlist** and have your registration approved after the **registration deadline**, late registration fees will not apply.

## PAYMENT

Payment of training and/or conference fees must be paid in full **on or before the first day of the training and/or conference.**

A \$50 fee will be charged for all returned (non-sufficient funds) cheques.

### PAYMENT PROCESS

- Once your registration is **confirmed**, an **invoice** will be sent automatically to the email address provided on the registration form.
- Training and conference fees may be paid:
  - **Cheque or Money Order**  
Payable to:  
Saskatchewan First Nation Family and Community Institute Inc.  
211 - 2553 Grasswood Road East  
Saskatoon, SK S7T 1C8

## WITHDRAWALS

We understand that withdrawals and schedule changes are sometimes inevitable. The following procedures are necessary to ensure that we are able to consistently deliver quality training and conferences.

### WITHDRAWAL PROCESS

- If you need to withdraw your registration, you may send another person in your place. Please advise SFNFCI of any changes.
- If substitution is not an option and you need to withdraw your registration **contact SFNFCI** (306-373-2874). You will be sent a **withdrawal form** to complete and submit.
- **Withdrawal fees** may apply (details on next page).
- Once a completed **withdrawal form** is received SFNFCI staff will process your withdrawal and may issue a refund based on eligibility (see refund section)

The amount that the participant is responsible for when withdrawing depends on the **date of withdrawal**. You must **contact SFNFCI** to withdraw from a training and/or conference registration and submit a **withdrawal form** (provided upon request from SFNFCI) to be eligible for a refund.

### TIMETABLE

DATE OF WITHDRAWAL	WITHDRAWAL FEES
21+ days before the training and/or conference	\$0
10 - 20 days before the training and/or conference	50% of Registration Fee
0 - 9 days before the training and/or conference	Full Registration Fee*
No Show (no withdrawal)	Full Registration Fee*
Withdrawal after start of training and/or conference	Full Registration Fee*

\*No refund will be issued for withdrawing during this period. If payment has not yet been made, **an invoice will be sent** and the registered participant will be responsible for paying the training and/or conference fees in full.

### COURSE CANCELLATION

SFNFCI reserves the right to cancel any training and/or conference.

If a Training and/or conference is cancelled, SFNFCI will make every effort to reschedule it within 6 - 12 months.

If SFNFCI has to cancel a training and/or conference for any reason beyond its control, it will not be held liable for any related costs incurred by participants or their organizations. In this unlikely event, SFNFCI will offer a **full refund of training and/or conference fees** if the training and/or conference has not started, or a **pro-rated refund** if the training and/or conference has already begun.

Circumstances beyond SFNFCI's control include, and are not limited to, human-induced and/or natural disasters.