



TRAINING TERMS & CONDITIONS

Payment: Payment is required at time of registration. All major credit cards (e.g., Visa, MasterCard, American Express, etc.) as supported through the financial services of PayPal International will be accepted. Credit card charges will be in the currency of the country where the class is taking place and will be converted by the credit card company. Applicable taxes will be applied to all registration fees.

Live and Virtual Classroom Course Fees: Fees cover all course materials, refreshments (for Live Classes only), an exam voucher and a course completion certificate. All other expenses are excluded.

Registrant Cancellation Policy and Notice Period: If a registrant is unable to attend a scheduled training class, they must provide notice to ITSM Masters. Notice needs to be via an email to cancellations@itsmmasters.com and a voicemail to 905-906-ITSM (4876). In order to receive a refund for prepayment, notification must be received at least 16 calendar days prior to the start date of the scheduled class. Failure to provide the required notification will result in a full charge for the class. If a registrant does not attend a scheduled class without the required prior notification, the funds will be forfeited and rescheduling will not be allowed. Rescheduling is permitted at any time providing it is at least 16 calendar days prior to the start date of the scheduled class. Enrolments must be rescheduled within six months of the cancel date or funds on account will be forfeited.

Additional Terms and Conditions

- ITSM Masters reserves the right to change pricing or registration terms and conditions; change courses or products described on our website; change a class location or cancel a class at any time without notice or liability.
- ITSM Masters reserves the right to cancel a class if registration falls below a minimum number of registrants (the minimum number of registrants varies depending on the course and the delivery venue). ITSM Master's will ensure all reasonable efforts are taken to notify registrants via email of a class cancellation no less than 7 calendar days prior to the commencement of the scheduled class. In the event of a class cancellation by ITSM Master's, ITSM Master's sole liability will be limited to the refunding of any fees paid in respect of the class, and ITSM Master's shall not be responsible for any incidental or consequential losses arising whatsoever.
- All ITSM Masters courses are copyrighted. Any unauthorized duplication is not allowed.
- Unless otherwise agreed in writing by ITSM Masters, the aforementioned are the terms of service, and any other terms or conditions specified on or referenced within any other documents shall have no force or effect.