Canadian Avalanche Association

Refund & Cancellation Policy

Refund & Cancellation Policy Name of Policy	May 1, 2010 Implementation Date
Industry Training Program (ITP) Manager Position(s) Responsible	June 11, 2026 Date of Last Revision
	June 19, 2026 Education Committee Approval

REFUND & CANCELLATION POLICY

To withdraw from a course, students must submit written notice to ITP Student Services at studentservices@avalancheassociation.ca. Withdrawal requests are effective on the date they are received.

For the purposes of this policy: tuition does not include non-refundable fees such as registration fees, hut fees or helicopter fees.

Students are not eligible for tuition insurance if fees are paid through resort exchange agreements or grants.

Final Payment Deadline- 60 days before the course start date

If the CAA receives written notice of withdrawal from a student:

- Up to and including the final payment deadline, the student will receive a full refund of tuition paid.
- No refunds are available for withdrawals received after the final payment deadline.
- Students who withdraw after the final payment deadline and before the course end date may be eligible to submit a claim through the Tuition Refund Plan. All course tuition, except online course tuition, is covered by the CAA Tuition Refund Plan. Claims are subject to the terms and conditions of the insurance policy.

COURSE TRANSFERS

Students may transfer to another offering of the same course within the same season, subject to availability.

- A $75 administration fee applies.
- No transfers will be permitted within four weeks of the course start date.

PARTIAL PAYMENTS

- Where a partial payment is offered, any outstanding balance is due 60 days before the course start date.
- If payment is not successfully received on the payment deadline, the student will receive written instructions by email to complete payment. The student will have seven (7) days from the date of the notice to pay the outstanding balance in full.
- Failure to complete payment within the seven-day grace period will result in removal from the course and forfeiture of any tuition already paid.

DISMISSALS

Students dismissed from a course at any time will forfeit 50% of the tuition fees. Non-refundable fees will not be refunded.

PRIOR LEARNING ASSESSMENTS (PLA)

If a student receives approval through a Prior Learning Assessment (PLA) after registering for a course and the course is no longer required, the standard refund provisions of this policy will apply.

If the PLA application was submitted before course registration and was awaiting review at the time of registration, only the non-refundable fees will be retained.

COURSE CANCELLATIONS BY THE CAA

If the CAA cancels a course, all tuition and applicable fees paid directly to the CAA will be refunded in full.

RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISK AND INDEMNITY AGREEMENT (the "Waiver):

Note: Students are required to read and agree to the Canadian Avalanche Association Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (the "Waiver") as a condition of participation in ***each course/retest.*** Students are informed of this Waiver requirement and provided the opportunity to review the Waiver prior to registering and/or paying for a course/retest. Students are reminded of the Waiver requirement in their pre-course communications several weeks before each course. The Waiver is available for completion at the start of each course/retest. In the event a student attends at the start of a course/retest and elects not to sign the Waiver, the student will not be permitted to participate in the course/retest and a refund of their fees will be provided in full.