

Refund Policy for PTS Hosted Trainings

If PTS Cancels the Training

Pediatric Therapeutic Services, Inc. (PTS) reserves the right to cancel any training course (either live, virtually, or distance learning) for any reason, specifically due to insufficient enrollment at least 14 calendar days in advance of the scheduled course date. Notice will be provided with the option to reschedule for a future course date or to receive a full refund of registration fees. PTS is not responsible for any expenses incurred by the customer if a training course is cancelled.

If a training class is cancelled due to any unforeseen circumstances such as weather or natural disaster, the participant is entitled to full refund. In the event of a cancellation, a PTS representative will reach out to all participants to notify of the cancellation and of the refund. Refunds will take up to 30 calendar days to process.

If a Participant Cancels their Registration

Live Courses (In-Person)

Under this refund policy you may cancel your registration and purchase of the course within the period of 7 calendar days (cancellation period) from the course start date. Please note that **the right to cancel will not apply after we issued any materials.**

If you choose to cancel within this period you will receive a full refund of the price within 30 days.

Any online materials provided to you due to cancellation will be revoked or removed by PTS, Inc.

Once a course has been attended, either partially or in full, we cannot grant a refund. No shows and cancellations not made within the specified cancellation period will incur the full cost of registration.

All refund requests can be sent to jwalsh@mypts.com.

Online Courses (Distance Learning)

Under this refund policy you may cancel your registration and purchase of the course within the period of 7 calendar days (cancellation period) from the course start date. Please note that **the right to cancel will not apply after we issued your login detail (including emailed zoom links) for online study platform and before we receive your cancellation request to us.**

If you choose to cancel within this period you will receive a full refund of the price within 30 days if you are eligible for refunds.

Any online materials provided to you due to cancellation will be revoked or removed by PTS, Inc.

Please allow up to 3 working days prior to your course to receive your online training details (Login details).

Once a course has been redeemed or attended live via webinar, we cannot grant a refund. No shows and cancellations not made within the specified cancellation period will incur the full cost of registration. All refund requests can be sent to jwalsh@mypts.com.