

Registration and Cancellation Policy

- **Cancellation and No-Show Policy**
 - **Public Enrollments:** Should you need to cancel or reschedule, please notify New Horizons more than (10) business days in advance of your scheduled class. If a customer cancels less than (10) business days prior to the scheduled training date, or does not show, the full invoice amount is due. New Horizons can provide an updated quote to reschedule.
 - **Private Event:** The cancellation policy for private events varies by event type. Most require a notice of (35) or more days to cancel. If the customer cancels in less days than described above or does not show, the full invoice amount is due.
 - **Private Events Partial Cancellations or No-Shows:** We realize that every student scheduled to participate in a private event may not be able to attend. In the event this occurs, you will be billed for the original amount agreed upon. There are no cost reductions for the number of students once the event is booked. For some classes, we may offer an enrollment in our public schedule based on availability. Any additional costs incurred will be quoted by New Horizons at the time of discussion.
- **Late Arrivals to Public Enrollment Classes:** Students arriving more than 15-minutes late to class may forfeit their seat to a standby student. To allow for the highest quality experience for all students, any students arriving more than 30-minutes late to class may not be admitted. Late arrivals of 30-minutes or more, that are not admitted, fall under our no-show policy.
- **Class Retakes for Public Enrollment Classes:** Many, but not all our classes offer a complimentary retake for up to 6-months after the original date of class. If the retake requires updated courseware or labs, an additional charge may apply.
- **Class Recordings:** Many, but not all our classes, are recorded. If a class is recorded, the recording is available to access in our LMS for up to 3-months from the date of class completion.