

TRAINING REFUND POLICIES

1. AORS

To be eligible for a refund of registrations for an Association of Ontario Road Supervisors (AORS) Training Event the following terms/conditions apply:

If written cancellation is received at least:

- 10 working days in advance 100% refund;
- 9-3 working days in advance 50% refund;
- Less than 3 working days in advance – no refund.

If payment has not been received at time of cancellation, an invoice will be issued for the appropriate amount as costs will have already been incurred. If circumstances prevent a previously registered person from attending a course, substitutions are permitted up to and on the day of the event.

All refund requests may be faxed to (519) 461.1343 or [emailed to AORS](#).

2. AORS/Ground Force Training Inc.

AORS and Ground Force Training Inc. (GFTI) have established a partnership under a Memorandum of Understanding (MOU). All AORS/Ground Force Training Inc. (GFTI) training refunds are subject to the following terms:

a) Cancellation Policy

- If written cancellation is received at least 10 working days in advance – 100% refund of the total program fee.
- If written cancellation is received at least 9-3 working days in advance – 50% refund of the total program fee.
- If written cancellation is received less than 3 working days in advance – no refund of the course fee.
- If payment has not been received at time of cancellation, an invoice will be issued for the appropriate amount as costs will have already been incurred.

b) Substitutions

If circumstances prevent a previously registered person from attending a course, substitutions are permitted up to and on the day of the event. Ground Force Training is to be advised by the municipality, prior to the completion of the course.

c) Weather Cancellation

On occasion, a training course will be discontinued because of weather conditions. In the event that training has to be rescheduled or instructors held over to complete a course beyond the original program times due to inclement weather, additional charges, over and above the original quotation, for the rescheduled training will apply.

AORS is not responsible for Canada Post mail or electronic mail failures.

Submit Refund Request to:

Association of Ontario Road Supervisors

160 King Street, P.O. Box 129
Thorndale, ON N0M 2P0

PHONE: 519-461-1271

FAX: 519-461-1343

E-mail: admin@aors.on.ca

DELIVERY POLICIES

1. AORS Training

After registering for any class or training on <http://www.aors.on.ca> you will receive a confirmation email. If you order any product or educational materials you can expect delivery within four weeks. If you need further information contact:

Association of Ontario Road Supervisors

160 King Street, P.O. Box 129
Thorndale, ON N0M 2P0

PHONE: 519-461-1271

FAX: 519-461-1343

E-mail: admin@aors.on.ca

2. GFTI Training Programs

After registering for any class or training on <http://www.groundforcetraining.com/> you will receive a confirmation (e.g. Getting Ready for Training) email. If you order any product or educational materials you can expect delivery within four weeks. If you need further information contact:

Ground Force Training Inc.

1051 Main Street East
Hamilton , ON L8M 1N5

PHONE: 888.712.2090 (toll free)

FAX: 888.712.2090

E-mail: support@gfti.ca