

Cancellation Policy

Effective as from 1st June 2017



Merge NZ Ltd have a set of principal cancellation rules that apply to our business which includes all New Zealand Sign Language courses, Deaf Culture and MySign services.

All online registrations confirm students' registration and place on their course putting this cancellation policy into effect from the time the online registration was made.

In the event that the attendee terminates their course/workshop registration

Merge NZ will charge the following cancellation fee:

- a. If cancelled up to 14 days prior to first workshop/class – *no charge*
- b. If cancelled up to 7 days prior to first workshop/class – *75% charge*
- c. If cancelled less than 48 hours prior to first workshop/class – *100% charge*

With the exception that the attendee finds another person to take their place on the course/workshop.

A request to cancel must be received in writing (either by email, text message or private message through Facebook messenger).

The attendee may request a transfer to an alternative class (within the same term) by the end of the second week of their current class, this request must be made in writing. The attendee is required to pay the difference in course cost.

Should Merge NZ cancel a course, a full refund will be given to the attendee within 7 working days of the cancellation notification.

Merge NZ reserves the right to cancel a booking(s) where circumstances so warrant. These may include, but are not limited to, emergency situations and due to not meeting minimum numbers. Merge also reserves the right to provide alternative learning in such situations, including transferring students to online learning.

If a class is postponed due to NZSL Tutor/Deaf Culture trainer illness or inability to teach, a make-up class will be scheduled.

If an attendee is unable to attend a class due to sickness or other commitments, no refund shall be given.