

Cancellation Policy

Effective as from 1st June 2017



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

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).

Should Merge NZ cancel a course, a full refund will be given to the attendee within 7 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.

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.