

Cancellation Policy

Last updated 18th April 2024



Merge NZ have a set of principal cancellation rules that apply to our business includes New Zealand Sign Language (NZSL) programmes and MySign NZSL Online services.

In the event that the attendee terminates their course/training registration Merge NZ will charge the following cancellation fee:

- a. If Merge NZ cancels the course, the student's money will be refunded in full.
- b. If the student cancels 14 days prior to starting the course they will receive a refund of their payment less \$10.00 as an administration fee.
- c. If the student cancels 7 days prior to starting the course they will receive 75% refund of their payment less \$10.00 administration fee.
- d. If the student cancelled less than 48 hours prior to starting the course they will receive no refund.
- e. If the students decide or is unable to complete the course there will be no refund given.

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

Should Merge NZ cancel a course, a full refund will be given to the attendee on 20th of the month.

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 Teacher/Deaf Culture presenter illness or inability to teach, a make-up class will be scheduled.

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