



## Training Cancellation Policy

This Training Cancellation Policy applies to all Function First Coaching Inc. training courses. Any and all cancellation notices must be submitted to "Function First Coaching Inc." in writing.

### Cancellation by the Learner

- If you cancel your training course no later than 10 business days prior to the commencement of the course you will not be charged the course fee, provided that Function First Coaching Inc. may charge a processing fee of \$15 per ticket purchased.
- If you cancel your training course 4-9 business days prior to commencement of the course you will be charged the full amount of the course fee. However, as a courtesy, you will be allowed to apply 50% of the course fee toward a future Function First Coaching Inc. training course for up to one year following the cancellation date.
- If you cancel your training course 1-3 business days prior to the commencement of the course, or if you do not attend your training course, you will be charged the full amount of the course fee and will not receive a credit toward a future Function First Coaching Inc. training course.
- If you cancel your training course after the commencement of the course, you will be charged the full amount of the course fee and will not receive a credit toward a future Function First Coaching Inc. training course.
- You may make substitutions to your training course at any time, subject to availability.
- Please note that if you do not cancel or do not attend your training course, you will be responsible for payment of the full amount of the training course fee.

### Cancellation by Function First Coaching Inc.

- Function First Coaching Inc. may, at its option and in its sole discretion, cancel or make changes to any training course at any time as a result of, but not limited to, any of the following situations: lack of participation, unavailability of classroom or equipment, or instructor availability.
- Function First Coaching Inc. will endeavour to notify you of any cancellations or changes at least 21 days (in the case of in-person training), and at least 5 business days (in the case of online training), prior to commencement of the training course, whenever possible, but in any event will notify you as soon as practicable in the circumstances.

- In the event that Function First Coaching Inc. cancels a training course, you will not be charged for the training course and Function First Coaching Inc. will refund you any prepaid course fees. Function First Coaching Inc. will not be liable for any direct, indirect, consequential or special damages that you may incur as a result of the cancellation of, or any changes to, any scheduled course, including, but not limited to, cancellation penalties for transportation or accommodations. Your sole and exclusive remedy for any cancellation or change of a scheduled course will be the refund of prepaid course fees.

## General Disclaimer

Function First Coaching Inc. does not make any representations, warranties or covenants about the information contained in any Function First Coaching Inc. training courses or the results obtained by the use or application of such information.

In no event will Function First Coaching Inc. be liable for any damages, losses or claims of any kind or character whatsoever, including indirect, incidental, consequential or special damages, arising out of (a) any errors or omissions in any training materials provided in connection with, or other information conveyed during, a Function First Coaching Inc. training course, or (b) the use or application of such training materials or other information.

## Privacy Statement

Function First Coaching Inc. respects the privacy of its customers. This Privacy Statement outlines how Function First Coaching Inc. manages and safeguards personal information, as well as the principles that Function First Coaching Inc. follows when collecting, using, storing, disclosing and protecting personal information. By visiting the Function First Coaching Inc. website ([www.functionfirstcoaching.com](http://www.functionfirstcoaching.com)) you are accepting and consenting to the practices described in this Privacy Statement.

Please note that the term “personal information” refers to any information that identifies an individual, or by which an individual’s identity could be deduced.

## Our Website

Function First Coaching Inc. does not collect, use or store any personal information about users of its website (located at [www.functionfirstcoaching.com](http://www.functionfirstcoaching.com)) and does not track patterns of usage by individual users. Each time a user visits our web pages we gather the date time, browser type, name of this visitor’s Internet service provider, the site that referred the visitor to us, any pages that are requested, the navigation history and the visitor’s IP address. The foregoing information does not generally contain anything that can identify users personally. If you object to this gathering of information, you should not use or access our web pages. We use this information for our internal security audit log, trend analysis and system administration, and to gather broad demographic information about our user base for aggregate use. This information may be shared with third parties in order to provide services to use or to analyze store or aggregate the information.

Our web pages may employ the use of “cookies”. A “cookie” is a small line of data that is sent to your Internet browser from a web server and stored on your computer’s hard drive. Cookies can track how and when you use a site, and which site you visited immediately before. A cookie does not damage your system; however, a cookie does identify your browser, but not you personally. Function First Coaching Inc. uses cookies to identify which areas of our network you have visited, so the next time you visit those pages may be readily accessible. If you do not wish to receive a cookie, please adjust the settings in your web browser accordingly.

To the extent that our website contains links to other websites, the owners of those sites are responsible for the privacy practices or content of those sites. Function First Coaching Inc. does not endorse and will not be responsible for the privacy practices or content of any third party websites and disclaims all liability for such third party websites.

## Our Customers

Personal information such as your name, phone number, mailing address, email address, billing information and the content of any inquiry or other information that you submit to use through our website is gathered voluntarily from you. By providing Function First Coaching Inc. with personal information to enroll in a training course, purchase a ticket, participate in a training course, receive coaching or other services, or request information you impliedly consent to the collection, use and disclosure of that information for that specific purpose only. If Function First Coaching Inc. intends to use your personal information for another reason, such as marketing, you will be asked directly to provide your express consent to such use.

Function First Coaching Inc. may disclose your personal information to a successor, affiliate or third party service providers, in which case we will comply with any applicable laws related to the protection of such information. Function First Coaching Inc. may also disclose your personal information if we are permitted or required by law to do so, including, but not limited to:

- where we have a reasonable belief that you may be causing injury to or interfering with (either intentionally or unintentionally) our rights or property;
- in response to a court order or valid government disclosure order; or
- to collect a debt.

You may withdraw your consent to the collection, use or disclosure of your personal information at any time, subject to legal or contractual restrictions and reasonable notice, by using the contact information provided below. Such withdrawal may make it impossible for Function First Coaching Inc. to continue providing some or all products or services to you.

## Storage and Protection of Personal Information

Function First Coaching Inc. protects customers' personal information, through physical, technological and procedural safeguards appropriate to the sensitivity of the information. For example, access to such information is limited to those persons who require it to deliver services, process payments or respond to requests from customers, as applicable. Information submitted in connection with the activities described above is stored in Canada. Your personal information will only be retained for the period that it is required by Function First Coaching Inc. for legal or reasonable business purposes.

## Questions, Concerns and Access Requests

If you have any questions, concerns or complaints about this Privacy Statement, our handling of your personal information, or our privacy practices, please contact us at [helene@functionfirstcoaching.com](mailto:helene@functionfirstcoaching.com).

You may also contact us, as outlined above, to request access to and/or correction of your personal information.

Function First Coaching Inc. does not knowingly collect personal information from or market to children under the age of 13 years old. If a child under the age of 13 has provided personal information to Function First Coaching Inc. a parent or guardian may contact us to request that the information be deleted from our records. Following receipt of such a request, we will make reasonable efforts to delete the child's information from our records.

## Changes to Privacy Statement

Function First Coaching Inc. may change this Privacy Statement at any time and from time to time without prior notice. Such changes will be posted on our website. We encourage you to periodically review this Privacy Statement to see any changes or updates.

**This Privacy Statement was last updated on November 2, 2021.**

