

CANCELLATION POLICIES

Instructor Cancellation

Wave of Life instructors are expected to fulfill obligations for which he or she has made a confirmed commitment.

In the event of emergency such as unexpected sickness, family emergencies (deaths), accidents, travel emergencies and delays, etc., instructors are requested to inform Wave of Life of the need to cancel as soon as possible, via phone call to the director's office, followed by a faxed or emailed request for cancellation. The cancellation will not be considered valid without the confirming fax or email. Wave of Life will notify the affected hosting ministry.

An attempt will be made by Wave of Life to reschedule the engagement with the hosting ministry and the instructor. If rescheduling is not mutually possible, deposits will be refunded to the hosting ministry. It is the responsibility of the hosting ministry to distribute refunds to registered students.

Instructors may request reimbursement for pre-booked and unreimbursed travel expenses. Reimbursement will be considered on a case by case evaluation basis, it is not guaranteed.

Host Ministry Cancellation

If a host ministry needs to cancel a confirmed teaching engagement, Wave of Life must be notified as soon as possible via phone call to the director's office, followed by a faxed or emailed request for cancellation. The cancellation will not be considered valid without the confirming fax or email.

The host ministry may request a rescheduling of the class, or cancellation. If the class is cancelled, student deposits are not reimbursable and are payable and due immediately to Wave of Life. Any cost incurred by instructors for pre-booked and unreschedulable travel will be reimbursed to the instructor.