

COURSE PARTICIPANT RESERVATION

Course reservations are done on FIRST COME FIRST SERVED basis. Course reservations are **only confirmed on receipt of payment**. Certain courses will have a specified deposit option available with the balance due 15 days prior to the start of the course for international events and before the start of a course date for local events. The full payment option assists with admin and logistics. Failure to settle the balance on time will result in your position been forfeited.

Local and international

CUSTOMER CANCELTION POLICY

Please contact us immediately if you have a personal emergency that may affect your course attendance of a course that you have already confirmed your reservation.

30 days before courses date:

50% refund **or** a course credit of 100% for the same or similar course value or contribution to another course within the next **6 months**.

15 days before courses date

A course credit of between 50-70% for the same or similar course value or contribution to another course within the next **6 months**.

7 days before courses date

A course credit of 30% for the same or similar course value or contribution to another course within the next **6 months**

No Show or partial attendance

No refunds or credits

WEATHER CONDITIONS

Muddy, wet, hot, cold or windy we train!!! Uncomfortable is different from unsafe, MDW trainers and instructor will only postpone courses should conditions present a threat to staff and or course participants safety.

VIDEOS OF CLASS

We do not allow any video to be shot in class except by MDW staff or with express permission from an MDW trainer.