

# Cancellation policies

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This document describes ReadyTech's cancellation policies. You can cancel an entire event or individual seats (also referred to as access codes) at any time before or during a scheduled event by using the ReadyTech AdminPortal. Below are detailed cancellation policies for each event type.

## When to cancel

If you cancel unactivated access codes, that have no session data records, by 12:00pm, on the first day of training, you'll avoid charges for unused seats. The deadline reflects the time zone of the event. Cancellations made after this deadline take effect the next day.

For example: If the event time zone is set to Pacific Time, and you request for an access code to be cancelled at 1:00pm Pacific Time on the first day of training, charges will accrue for the access code on the first day, but not on future days.

These policies apply to the following event types:

- Instructor-Led
- ILT Flex
- Instructor-Prep

- ILT Flex events cannot be cancelled after 12:00pm start date of the event.

### **IMPORTANT**

A cancelled access code will be billed for each day if session data exists.

## Self-Paced and Workshop

You can cancel a self-paced or workshop event up until the day before the start date. For instance, if your event starts on Monday, you must cancel by Sunday night.

Self-paced events for which vouchers have been provided cannot be cancelled. Workshop and Self-Paced events that have started cannot be cancelled.