

Cancellation policies

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You can cancel seats (access codes) at any time before or during a scheduled event by using the ReadyTech Admin Portal. Below are detailed cancellation policies for each event type.

Instructor-Led events

- Instructor-Led
- Instructor-Prep
- ILT Flex

Cancel unactivated access codes by 12:00 pm, on the first day of training to avoid charges for unused seats. The 12:00 pm cancellation time is based on the timezone of the event. Cancellations made after this time take effect the next day.

For example:

You have an event set to pacific time zone (PST) and you request to cancel an access code at 1:00 pm (PST) on the first day of training. The access code will be charged for the first day of training, but not for future days.

Note that **ILT Flex** events cannot be cancelled after 12:00 pm first day of training.

Access codes are charged for days where session data exists regardless of when they are cancelled.

Self-Paced and Workshop

- Self-Paced
- Workshop

Self-paced or workshop events must be cancelled before they start to prevent charges. Workshop and Self-Paced events that have started cannot be cancelled.

Self-paced events for which vouchers have been provided cannot be cancelled.