

Cancellation and Refund Policy

Psy etc. Montréal & Laval × Institut de psychologie contextuelle

Official document — Contextual Psychology Institute

PART 1 — ONLINE COURSES (LEARNWORLDS)

Article 1 — Access and Activation

Access to an online course is activated upon confirmation of payment. At that point, the learning content is made available to the participant.

Due to the digital and immediately accessible nature of online courses, **no refund is granted once access has been activated.**

Article 2 — Technical Exception

If a technical issue attributable to our platform completely prevents access to the content within 48 hours of purchase, the participant may submit a support request to admin@contextpsy.com.

In this unique case, a training credit of equivalent value may be granted at the discretion of the organization.

Article 3 — Access Duration

Access to a course is granted for the duration indicated on the course page. Expiration of this period does not entitle the participant to a refund or automatic extension.

Extensions may be granted on an exceptional basis upon written request, subject to approval.

PART 2 — IN-PERSON EVENTS

Article 4 — Cancellation by the Participant

Cancellation requests must be submitted in writing to admin@contextpsy.com. The date of receipt of the email shall prevail.

CANCELLATION DEADLINE	APPLICABLE CONDITION
More than 60 days before the event	75% refund of registration fees (less a non-refundable \$50 processing fee)
31 to 60 days before the event	100% credit applicable to any future training offered by the organization, valid for 24 months
30 days or fewer before the event	No refund. No credit.
No-show on the day of the event	No refund. No credit. No transfer.

Article 5 — Registration Transfer

Transfer of a registration to another person is permitted up to **14 days before the event**, subject to written notice to admin@contextpsy.com and payment of an administrative fee of **\$25**.

No transfer is permitted within the 14 days preceding the event.

Article 6 — Cancellation or Modification by the Organization

The organization reserves the right to cancel or postpone any in-person event in cases of force majeure, insufficient number of participants, or circumstances beyond its control.

In the event of cancellation by us: full refund of registration fees within 30 days.

In the event of postponement by us: the participant may choose to retain their registration for the new date or receive a full refund.

The organization disclaims all liability for incidental expenses incurred by the participant (transportation, accommodation, etc.).

Article 7 — Program Modifications

The organization reserves the right to modify the agenda, secondary speakers, or venue with reasonable notice. Such modifications do not entitle participants to a refund.

Any substantial modification (replacement of the lead trainer, change of city) will be communicated as soon as possible.

PART 3 — GENERAL PROVISIONS

Article 8 — Procedure

All cancellation, transfer, or refund requests must be submitted in writing to admin@contextpsy.com, including the participant's full name, email used for registration, and the training concerned.

The organization commits to responding within 5 business days.

Article 9 — Governing Law

This policy is governed by the laws of the Province of Quebec, Canada.

The organization reserves the right to amend this policy at any time. The version in effect is the one published on the platform at the time of purchase.