

# IFA EDUCATION REFUND POLICY

## STANDARD OPERATING PROCEDURE

EFFECTIVE NOVEMBER 1, 2023

### CFE Special Sessions / Workshops / IFA Live / Foundations of Franchising:

- A full refund (minus a \$99 administrative fee) will be granted for cancellations received in writing at least 4 weeks in advance of event. All written cancellations must be sent to [cfe@franchise.org](mailto:cfe@franchise.org) and include the original order confirmation email.
- A 50% refund (minus a \$99 administrative fee) will be granted for cancellations received in writing within 3 weeks in advance of event. All written cancellations must be sent to [cfe@franchise.org](mailto:cfe@franchise.org) and include the original order confirmation email.
- No refunds are permitted for cancellations requested less than 3 weeks in advance. No refunds are permitted for "no-shows."

### IFA Academy / Online Course Enrollment:

- A full refund (minus \$25 administrative fee) or "course credit" in the amount of original purchase will be granted if cancellation is received in writing within 3 days of course purchase. Course may not be "started," "in-progress," or "completed" at the time of refund request. All written cancellations must be sent to [cfe@franchise.org](mailto:cfe@franchise.org) and include the original order confirmation email.

### CFE Enrollments / Renewals:

- A full refund (minus a \$99 administrative fee) will be granted for cancellations received in writing within 3 days of enrollment / renewal. All written cancellations must be sent to [cfe@franchise.org](mailto:cfe@franchise.org) and include the original order confirmation email. CFE enrollment/renewal will no longer be valid after cancellation. If interested in pursuing enrollment/renewal at a later date, all current program requirements and enrollment fee will be required.