

CANCELLATION, AND REFUND POLICY ON SERVICE

Cancellation Period: Participants may cancel their training registration within 24 hours of booking without incurring any penalty.

Cancellation Fees: If cancellation occurs more than 24 hours after registration, a cancellation fee of **50% of the total training fee** will apply.

Refund Eligibility: Refunds are only applicable for cancellations made within the 24-hour grace period from the time of booking. Approved refunds will be processed within **5–7 business days** and credited to the original method of payment.

Non-Refundable Services: All training bookings confirmed within 7 days of the training date are strictly non-refundable and non-transferable. Additionally, digital course materials, e-learning modules, and downloadable content are non-refundable once accessed.

Process for Cancellation: To cancel a training registration, participants must contact our support team via [**institution@solidhorizon.com/+6016-2858853**] with their booking reference and full name.

Change to Registration: Requests to reschedule training sessions may be accommodated subject to availability and must be submitted at least 48 hours before the scheduled session. Additional fees may apply for late rescheduling or multiple changes.

Note: We reserve the right to cancel or reschedule training sessions due to unforeseen circumstances. In such cases, participants will be offered a full refund or the option to attend an alternative session.