Cancellation, Rescheduling and Refund Policy

PMP Certification Preparation Course | All Programs

EFFECTIVE	VERSION	APPLIES TO	GOVERNED BY
May 1, 2026	**1.0**	**All enrolled students**	**Elevate PMCert Ltd.**

A clear, considered framework for managing enrollment changes

Please retain this policy for your records.

1. Purpose and Scope

This Cancellation and Rescheduling Policy (hereinafter 'Policy') governs the terms and conditions under which enrolled students and corporate clients may cancel their enrollment in, or reschedule their participation in, any Elevate PMCert PMP Certification Preparation program, including but not limited to individual online cohorts, corporate team cohorts, and all associated supplementary sessions.

By completing enrollment and making payment, all students and corporate clients acknowledge that they have read, understood, and agreed to be bound by the terms of this Policy in its entirety.

This Policy is to be read in conjunction with Elevate PMCert's Terms of Enrollment, Payment Terms, and Pass Guarantee Policy, all of which are incorporated by reference herein.

2. Definitions

For the purposes of this Policy, the following terms shall have the meanings ascribed to them below:

Cohort Start Date	The date on which the first scheduled live instruction session of the enrolled cohort commences.
Cancellation	A written request by the student or authorized corporate representative to terminate enrollment in the enrolled cohort without transferring to a future cohort.
Reschedule	A written request to transfer enrollment from the enrolled cohort to a future cohort offered by Elevate PMCert.
Credit	A monetary equivalent held by Elevate PMCert on behalf of the student or corporate client, redeemable against enrollment in any future Elevate PMCert program within 12 months of issue.
Business Day	Monday through Friday, excluding public holidays observed in Jamaica.
Notice Period	The number of calendar days between the date Elevate PMCert receives written cancellation or reschedule notice and the Cohort Start Date.
Corporate Client	Any organization, company, or employer enrolling two (2) or more individuals simultaneously under a single invoice or purchase order.

3. Cancellation Policy - Individual Enrollment

All cancellations must be submitted in writing to Elevate PMCert at the contact details set out in Section 10 of this Policy. Verbal cancellations will not be accepted. The date of cancellation is the date on which the written notice is received and acknowledged by Elevate PMCert during Business Hours.

3.1 Refund Schedule

Refund entitlements are calculated based on the Notice Period as follows:

Notice period	Refund entitlement	Reschedule option
More than 30 days before cohort start	100% refund	One free reschedule to any future cohort
15-29 days before cohort start	50% refund (or full credit toward future cohort)	One free reschedule - no additional fee
7-14 days before cohort start	25% refund (or full credit toward future cohort)	Reschedule fee of **US$75.00 / J$12,000.00** applies

Notice period	Refund entitlement	Reschedule option
Less than 7 days before cohort start	No monetary refund - full credit to future cohort	**Reschedule fee of US$100.00 / J$16,000.00applies**
After cohort has commenced	No refund / no credit after 3rd class session	No reschedule permitted after 3rd session

> Refund timing. Note: All refunds are processed within fourteen (14) Business Days of the approved cancellation request. Refunds are issued to the original payment method only. Elevate PMCert is not liable for delays caused by third-party payment processors.

3.2 Non-Refundable Amounts

The following are expressly non-refundable under any circumstances:

Administrative or processing fees charged at the time of enrollment

PMI application fees or examination fees paid directly to PMI

Any third-party costs incurred by the student in preparation for the course

Amounts already consumed through access to recorded materials, mock exam simulator, or bonus sessions prior to cancellation

3.3 Credit Option

In lieu of a partial monetary refund, students may elect to receive a full credit equal to 100% of tuition paid, applicable to any future Elevate PMCert cohort. Credits are valid for twelve (12) months from the date of issue and are non-transferable to third parties. Credits may not be exchanged for cash.

3.4 Medical and Emergency Cancellations

In exceptional circumstances including serious illness, bereavement, or other documented emergencies, Elevate PMCert may, at its sole discretion, grant a full credit or extended credit validity period regardless of the Notice Period. Supporting documentation will be required. Elevate PMCert's decision in such matters is final.

4. Rescheduling Policy - Individual Enrollment

Students who wish to transfer their enrollment to a future cohort must submit a written reschedule request as specified in Section 10. Rescheduling is subject to availability of future cohorts and the conditions set out in this Section.

4.1 Reschedule Entitlements and Fees

Reschedule rights and applicable fees are determined by the Notice Period at the time of the request, consistent with the table set out in Section 3.1 above.

Students enrolling in the Complete Prep plan are entitled to one (1) complimentary reschedule regardless of Notice Period, provided the request is made no less than five (5) Business Days before the Cohort Start Date. Subsequent reschedule requests by the same student will incur the applicable fee as set out above.

4.2 Reschedule Limitations

A student may reschedule a maximum of two (2) times in any rolling twelve (12) month period.

Rescheduled enrollment is subject to seat availability in the target cohort.

The rescheduled cohort must commence within twelve (12) months of the original Cohort Start Date, or the enrollment credit will expire.

No refund is issued for the difference in tuition if the rescheduled cohort is priced lower than the original enrollment.

If the rescheduled cohort carries a higher price, the student will be invoiced for the difference prior to confirmation.

5. Corporate Client Policy

Corporate Clients are subject to the terms of their executed Corporate Enrollment Agreement, which takes precedence over this Policy where the two conflict. In the absence of a specific provision in the Corporate Enrollment Agreement, the following terms apply.

5.1 Corporate Cancellation and Reschedule Schedule

Scenario	Notice period	Policy
Full team cancellation	More than 30 days	Full refund or credit to future cohort
Full team cancellation	15-29 days	50% refund; remainder as credit
Full team cancellation	Less than 15 days	Credit only - no monetary refund
Individual seat cancellation	Any time before start	Seat credit transferable to another employee
Full team reschedule	More than 21 days	One free reschedule
Full team reschedule	Less than 21 days	Reschedule fee per the agreed corporate contract

5.2 Individual Seat Transfers

Corporate Clients may substitute one enrolled employee for another at any time prior to the second live instruction session at no charge, subject to written notification. Substitution requests received after the second session will be treated as a new individual enrollment.

5.3 Force Majeure - Corporate

If a Corporate Client is unable to proceed due to a documented force majeure event affecting the organization (including but not limited to mandatory government-ordered lockdowns, organizational insolvency proceedings, or natural disaster), Elevate PMCert will work in good faith with the Corporate Client to agree a mutually acceptable credit or deferral arrangement. No automatic refund obligation arises in force majeure circumstances.

6. Cancellation by Elevate PMCert

6.1 Cohort Cancellation

Elevate PMCert reserves the right to cancel any scheduled cohort due to insufficient enrollment, instructor unavailability, technical disruption, or other circumstances beyond its reasonable control. In the event of cohort cancellation by Elevate PMCert:

Enrolled students will be notified no less than seven (7) days prior to the Cohort Start Date where reasonably practicable.

All enrolled students will be offered the choice of: (a) full enrollment transfer to the next available cohort at no additional cost; or (b) a full monetary refund of tuition paid.

Elevate PMCert's liability in the event of cohort cancellation is limited to the refund of tuition paid and does not extend to any consequential, indirect, or incidental losses including examination fees, travel, or accommodation costs.

6.2 Removal from Cohort

Elevate PMCert reserves the right to remove a student from a cohort without refund in cases of conduct that materially disrupts the learning environment of other students, violation of intellectual property terms, or fraudulent enrollment. Such decisions will be communicated in writing and are subject to Elevate PMCert's internal review process.

7 . How to Submit a Cancellation, Reschedule or Refund Request

All cancellation and reschedule requests must be submitted in writing by one of the following methods:

Email	info@elevatepmcert.com with subject line: CANCELLATION REQUEST - [Full Name] - [Cohort Date], or RESCHEDULE REQUEST - [Full Name] - [Cohort Date], or REFUND REQUEST - [Full Name] - [Cohort Date]
Online Form	Via the Student Portal at www.elevatepmcert.com/policy-requests

All requests will be acknowledged within two (2) Business Days of receipt. Confirmation of cancellation or reschedule approval - including any applicable refund amount or credit issued - will be provided within five (5) Business Days.

The date of receipt of the written request, not the date of acknowledgement, determines the applicable Notice Period.

8. Dispute Resolution

In the event of a dispute regarding the application of this Policy, the student or Corporate Client should first submit a written complaint to info@elevatepmcert.com. Elevate PMCert will respond with a formal written decision within ten (10) Business Days.

If the matter is not resolved to the student's satisfaction, the parties agree to attempt good-faith mediation before initiating any formal legal proceedings. This Policy and any disputes arising hereunder are governed by the laws of Jamaica. Parties submit to the non-exclusive jurisdiction of the courts of Jamaica.

9. Amendments to this Policy

Elevate PMCert reserves the right to amend this Policy at any time. Amendments will be published on the Elevate PMCert website and will apply to enrollments made after the date of publication. Enrollments made prior to the amendment date will be governed by the version of the Policy in effect at the time of enrollment, unless the student expressly agrees to the amended terms.

10. Contact Information

Elevate PMCert - Policy Administration
For all policy-related enquiries, cancellations, and reschedule requests:

Email:support @elevatepmcert.com
Website: www.elevatepmcert.com
Address: Kingston, Jamaica
Business Hours: Monday to Friday, 9:00 AM - 6:00 PM (EST)

Acknowledgement of Policy

By enrolling in any Elevate PMCert program and completing payment, the student or authorized corporate representative confirms that they have read, understood, and agree to the terms of this Cancellation, Rescheduling and Refund Policy.

Student / Authorized Representative Signature Print Name: _____ Date: _____	For and on behalf of Elevate PMCert Authorized Signatory: _____ Title: _____