

IZL Cancellation Policy

We understand sometimes things don't go as planned. Here are some options if you register for a program or a pathway and later have to cancel.

Refunds:

If you register for an **individual program** and cancel for any reason, refunds and transfers to a future program are handled as follows:

- If you cancel >30 days ahead of the program we will transfer your registration forward to a future offering of the program (or a comparable program) at no charge or issue a refund less an administration fee of \$150 or 30% of what you paid, whichever is less.
- If you cancel 30 days or less from the program start date we will transfer your registration forward to a future offering of the same, or comparable, program for a \$50 transfer fee; no refunds are issued.

If you register for a **pathway** and decide to discontinue before completing it, we will refund what you paid for the pathway less the individual program fee for any programs you completed (based on the pricing tier you originally paid for) and a \$150 administrative fee.

Refunds are processed within 15 business days from the date of cancellation and issued to the original payment method (e.g., credit card or PayPal) of the holder.

Transfers:

- Transfers to a future offering of a program must be used within 2 years of the original program start date or 100% of the fees will be forfeited.
- Program fees can be transferred more than once within 2 years of the original program start date with a \$50 administrative fee applied to each subsequent transfer.
- Program fees, once transferred, are no longer eligible for a refund.

If we cancel

If you register for an individual program that we cancel for any reason at any time up to the start of the program, we will transfer your registration forward to a future offering of the same, or comparable, program at no charge or issue a full refund of what you paid.

If you have enrolled in a pathway and we cancel one of the programs you planned to take, we will transfer your registration forward to a future offering of the same, or comparable, program at no charge.