



INTERNATIONAL WILDLIFE
REHABILITATION COUNCIL

IMPROVING WILDLIFE CARE WORLDWIDE

Class Refund and Cancellation Policy

All cancellations must be submitted in writing, such as an email, to the IWRC office in order to be eligible for a refund, credit, or transfer. Specifics regarding refunds and cancellation depends on the type of course being taken, please refer to the relevant section in the policy below. If you experienced an emergency (health, family, environmental) or exceptional circumstances outside of your control we may grant an exception. Please contact your class coordinator to find out more about your options in cases of extenuating circumstances.

Course Credits All Class Types

- Credits are valid for up to one year after the original course date.
- Credits for courses may be applied to any IWRC course and are transferable. If you would like to use your credit on literature from the IWRC store please contact your class coordinator.
- A course credit can only be used once, if you are unable to attend the course for which you used credit, credit cannot be given again.

Basic Wildlife Rehabilitation or Advanced Courses In person

- Refunds are available up until 28 days prior to the class date. Cancellations received after the cut off date will be eligible for a class credit. A 10% processing fee will apply to all refunds. No exceptions.
- Cancellations made after the 28-day mark and 24 hours before the course start date are only eligible for standard credits or transfers.
- Refund and credit amounts will include the registration fee paid, minus the price of the course literature and the processing fee. The course literature is only refundable if it is returned in the condition in which it was received and shipping is paid by the purchaser. Shipping costs are non-refundable. Ebooks are only eligible for refunds before they are downloaded.
- Registrants who notify the IWRC during the course (24 hours before until 24 hour after the course) may receive 50% of their registration fee in the form of a credit.
- Registrants who do not attend the course, and who do not notify the IWRC office of their cancellation within 24 hours after the course, will forfeit their registration fee and will not be eligible for a refund, credit, or transfer.



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Basic Wildlife Rehabilitation Online

- Refunds are available up until 12 days prior to the class date. Cancellations received after the cut off date and 24 hours before the course start date are only eligible for standard credits or transfers.

A 10% processing fee will apply to all refunds. If a course kit has been shipped an additional 10% will be taken. No exceptions.

- Refund and credit amounts will include the registration fee paid, minus the price of the course literature and the processing fee. The course literature is only refundable if it is returned in the condition in which it was received and shipping is paid by the purchaser. Shipping costs are non-refundable. Ebooks are only eligible for refunds before they are downloaded.
- Registrants who notify the IWRC during the course (24 hours before until 24 hour after the course) can receive 50% of their registration fee in the form of a credit.
- Registrants who do not attend the course, and who do not notify the IWRC office of their cancellation within 24 hours after the course, will forfeit their registration fee and will not be eligible for a refund, credit, or transfer.

Advanced Courses Online

- Refunds, course credits, or transfers can only be issued before a course is started
- Refund and credit amounts will include the registration fee paid, minus the price of the course literature and the 10% processing fee. The course literature and IWRC lab kits are only refundable if returned in the condition in which they were received and shipping is paid by the purchaser. Shipping costs are non-refundable. Ebooks are only eligible for refunds before they are downloaded.
- Registrants who do not begin their course within a year, and who do not notify the IWRC office of their cancellation within that time, will forfeit their registration fee and will not be eligible for a refund, credit, or transfer.
- Courses must be completed within three months of the start date. Courses left unfinished after three months will receive an incomplete and not obtain a certificate.