

General Policies

Age requirements for enrolling in a course: All courses are open to everyone 16 years of age & older.

Location Training rooms are usually on the 2nd floor in either of both locations: Unit 7, 1600 Derwent Way in Delta; Unit 2 – 19299 94th Avenue, Surrey. There is no elevator. Or, Hi Q can train in your workplace with sufficient numbers to meet minimum enrolment. We also offer one on one coaching via phone, skype and in person. Varied rates apply.

Enrolment Numbers: Minimum 8, Maximum 25. We reserve the right to cancel our course up to 4 days prior to the start date.

Parking is available at 1600 Derwent Way in Delta – lots of room to park in the back. Parking is limited at BSIA or BCFA boardroom, 19299 94th Avenue, Surrey,

Cell Phones: Hi Q Training would like to remind all trainees that cell phone use is not permitted in any classroom environment. Please ensure all cell phones are turned off before you enter the classroom and do not use during class time. Your cooperation and respect for others is appreciated.

Certificate: Please let the instructor know if you would like a certificate of completion or attendance.

Changes Hi Q Training reserves the right to limit enrolment and to change instructors. We also reserve the right to cancel a class due to low enrolment, or due to the unavailability of teachers or facilities. We cannot guarantee additional classes when enrolment surpasses expectations, so please register early. You have the right to change names of those enrolled.

Cancellation & Refunds: A 25% administrative fee is withheld for courses cancelled within 3 and 2 weeks before a course starts. A 50% fee is withheld for cancelling within a 10 to 14 day time frame. VISA or MasterCard refunds will be credited to your account. All other refunds are by cheque. Please allow 3 weeks for processing of a refund. There will be no refund for cancellations less than 10 days from the course start date. **To request a refund, please send a detailed email to info@hiqtraining.ca.**

What if the course is cancelled by HiQ? We will try to notify you in advance if your course is cancelled. It is important to give us your daytime & evening phone number or your email address. In case of cancellation by HiQ, please send a pdf of your receipt to Hi Q Training at info@hiqtraining.ca for a full refund.

Refreshments The first cup of coffee is on us. Bring your own lunch for all day sessions. There is a Tim Horton's shop at 96th and 192nd (for those attending at BSIA or BCFA sessions) and there is a Tim Hortons in Annacis Island area.

More questions? Contact our Enrolment Advisor, Laurie, at 604 789 1869 during office hours Monday to Thursday, 10 to 6 p.m. Or email her: laurie@vas4u.com