Virtual Pre-Retirement Course Policy Document

Event attendance and participation policy:

Participants register to attend two consecutive full days of the Virtual Pre-Retirement Course. The course is designed as a comprehensive learning experience, and enrolment is limited to support participant engagement and interaction.

As course content is delivered across both days, we are unable to reschedule or offer make-up sessions for individual days or portions of the course if a participant is unable to attend. Exceptional circumstances may be considered on a case-by-case basis, and supporting documentation may be requested.

Participants will continue to receive all course materials, resources, and the one-year membership included with their registration.

To get the most value from the course, we encourage participants to treat the program dates as protected learning time and plan to attend both days in full.

mailto:training@federalretirees.ca

Refund and transfer policy:

Refund and transfer requests for individual registrations will be accepted up to fifteen (15) days before the start of the course. Please note that Eventbrite processing fees are non-refundable. These fees are not affected when transferring a registration to another course date.

For step-by-step instructions, please visit the Eventbrite Help Centre page, *Request a Refund*.

Refund Requests
To request a refund, please contact us at training@federalretirees.ca or submit a request through your Eventbrite account.

Transfer Requests
To transfer your registration to another course date, please contact us at training@federalretirees.ca. We will be happy to assist you. Please note that only one transfer request per registration will be approved.

Updated November 2026