F2T Refund, Transfers and Returns Policy

In-Person F2T Courses and Workshops

1) In-person F2T Courses and Workshops are defined as any F2T offering that involves in-person instruction.
2) Any deposit paid by a Hosting Department as part of the hosting process is non-refundable. Please see the F2T webpage specific to the course being hosted for more details. Contact info@fittothrive.ca for more information.
    a. A Hosting Department is defined as an entity that has engaged with F2T and is in the process of submitting a hosting request.
3) For all other fees paid to attend an in-person F2T Course or Workshop, the refund policy is as follows:
    a. If a refund is requested **more than 30 days before** the scheduled start date of the course/workshop, 100% of the course/workshop fee will be returned. Alternatively, registration can be transferred to another individual at no additional cost (see section 4 below) OR it can be converted into other F2T offerings as detailed on the corresponding course webpage.
    b. If a refund is requested **30 or fewer days before** the scheduled start date of the course/workshop, 0% of the course/workshop fee will be returned. Alternatively, a request to transfer the registration to another individual at no additional cost can be made (see section 4 below) OR it can be converted into other F2T offerings as detailed on the corresponding course webpage.
4) The transfer policy for all in-person F2T Courses and Workshops is as follows (NOTE: All transfer requests must be approved by the IAFF and F2T team. No transfers are allowed without proper approval).
    a. If a request is made to transfer the course/workshop registration to another individual **more than 30 days before** the scheduled start date of the course/workshop, the enrolment can be transferred to the other individual at no additional cost.
    b. If a request is made to transfer the course/workshop registration to another individual **30 days or less before** the scheduled start date of the course/workshop, the enrolment can be transferred to the other individual at no additional cost. No additional equipment (t-shirts etc.) will be ordered and it is the responsibility of original registrant to deliver any equipment to the individual taking their place.
5) F2T will not hold credit for an in-person course/workshop, nor allow an individual to transfer their registration to a different in-person course.

Synchronous F2T Courses

1) Synchronous F2T Courses are defined as any virtual F2T offering that involves attending live Zoom sessions with an F2T instructor and accessing relevant course material on F2T's learning management system (LMS).
2) The refund policy for all synchronous F2T Courses is as follows:
    a. If a refund is requested **more than 60 days before** the scheduled start date of the course, 100% of the course fee will be returned. Alternatively, registration can be transferred to a future course at no additional cost.
    b. If a refund is requested **between 14 and 60 days (inclusive) before** the scheduled start date of the course, 50% of the course fee will be returned. Alternatively, registration can be transferred to a future course at no additional cost.

c. If a refund is requested **less than 14 days before** the scheduled start date of the course, 0% of the course fee will be returned. However, registration can be transferred to a future course at no cost.

3) The transfer policy for all synchronous F2T Courses is as follows:

a. If a request is made to transfer the course registration to another individual **more than 60 days (inclusive) before** the scheduled start date of the course, the other individual will be given permission to register in the **same course or a future course** at no cost.

b. If a request is made to transfer the course registration to another individual **less than 60 days before** the scheduled start date of the course, the other individual will be given permission to **register in the same or a future course** at no cost but will not receive a new equipment package and t-shirt (if applicable). It will be up to the individual requesting the transfer to provide their equipment and t-shirt (if applicable) to the new student.

c. If a request is made to transfer the course registration to another individual **less than 14 days after** the scheduled start date of the course, the other individual will be given permission to register **in a future course** at no cost but will not receive a new equipment package and t-shirt (if applicable). It will be up to the individual requesting the transfer to provide their equipment and t-shirt (if applicable) to the new student.

d. If a request is made to transfer the course registration with another individual **more than 14 days (inclusive) after** the scheduled start date of the course, it will be denied. No transfers will be granted 14 days after the scheduled start date of the course.

Virtual F2T Workshops

1) Virtual F2T Workshops are defined as any virtual F2T offering that does not involve access to F2T's learning management system (Moodle) and content is delivered exclusively through live Zoom sessions.

2) The refund policy for all F2T Virtual Workshops is as follows:

a. If a refund is requested **more than 14 days (inclusive) before** the scheduled start date of the workshop, 100% of the workshop fee will be returned. Alternatively, registration can be transferred to a future/different workshop at no additional cost.

b. If a refund is requested **less than 14 days before** the scheduled start date of the workshop, 0% of the workshop fee will be returned.

c. Pre-payments for workshops (purchasing coupon codes to be distributed) are final sale. No refunds will be given. Unused coupons are eligible for credit at future workshops within a 6-month timeframe from time of purchase.

3) The transfer policy for all F2T Virtual Workshops is as follows:

a. If a request is made to transfer the workshop registration to another individual **more than 7 days (inclusive) before** the scheduled start date of the workshop, the other individual will be given permission to register in the **same workshop or a future workshop** at no cost.

b. If a request is made to transfer the workshop registration to another individual **less than 7 days before** the scheduled start date of the workshop, it will be denied.

c. No transfers will be granted after the scheduled start date of the workshop.

Asynchronous F2T Workshops and Courses

1) Asynchronous F2T Workshops and Courses are defined as any virtual F2T offering that involves delivery of content exclusively though F2T's Learning Management System (Moodle).

2) All asynchronous F2T Workshops and Courses are final sale. No refunds will be issued.

Equipment Exchange and Returns

1) F2T is unable to process any returns or exchanges of equipment or t-shirts at this time.

If you need assistance, please contact info@fittothrive.ca. Updated November 2026

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PERFORMANCE REDEFINED