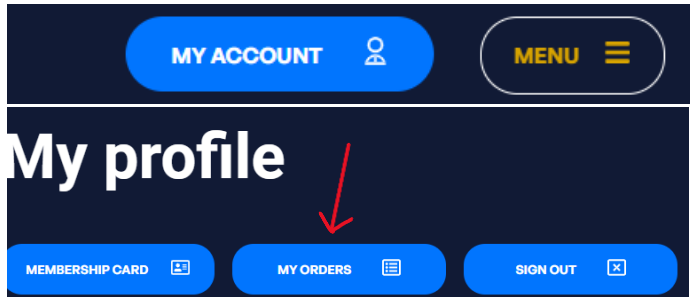


## UNSUBSCRIBING FROM TRAINING ACTIVITIES

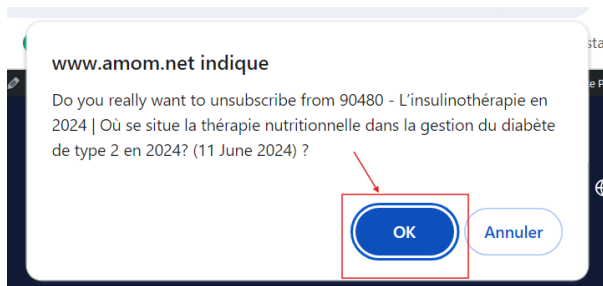
1. To unsubscribe from an activity, first log in to your account.
2. Then click on **My Account** and then on **My Orders**.



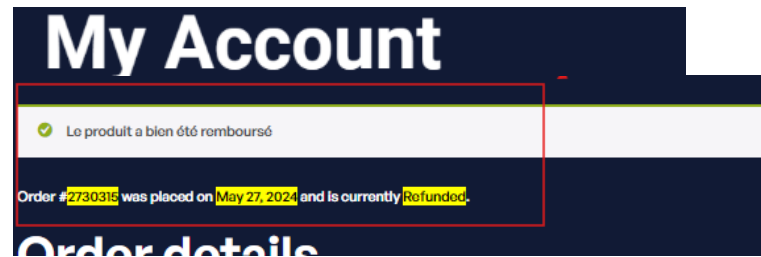
3. Click on **Unsubscribe** next to the title of the activity in question.



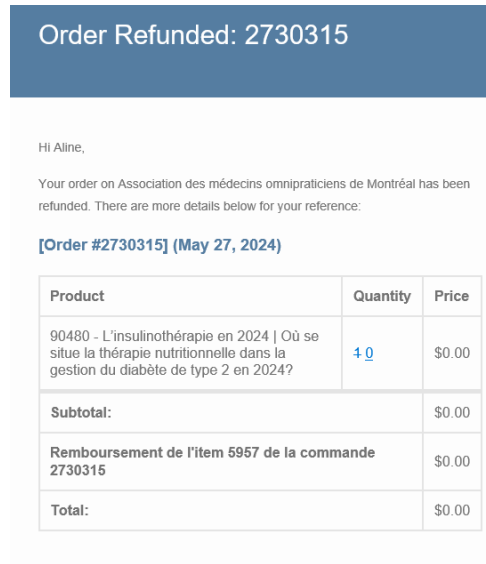
4. The following message will appear. Click OK.



5. The following message: "**Le produit a bien été remboursé. Order #xxx was placed on (date) and is currently Refunded.**" should appear if you have successfully unsubscribed:



6. You will also receive a confirmation email for your unsubscription.





## CANCELLATION POLICY FOR PAID ACTIVITIES

To receive a refund for your activity, if applicable, you must cancel your registration online no later than 11:59 PM, two days before the activity date. No technical support will be available after this deadline.

For example, if the activity takes place on June 10th, whether at 8:00 AM or 6:30 PM, you must cancel by 11:59 PM on June 8th to receive a refund.

