

Area Learn Refund Policy – Effective April 1, 2026

At **Area Learn**, our mission is to provide high-quality real estate education that supports learners in meeting the professional standards already expected of REALTORS®. As part of this commitment, we aim to provide clear and consistent information about all aspects of the learner experience, including course purchases. This policy outlines the terms under which refunds are, or are not, available for online real estate courses.

1) Definitions

The following definitions provide clear explanations of key terms used within the policy to support consistent understanding for all learners.

- i. **Learner:** Any individual who enrolls in, registers for, purchases, or otherwise participates in **Area Learn** courses.
- ii. **Refund Inquiry:** Any written or verbal request from a learner seeking information, clarification, or reconsideration regarding the non-refundable nature of **Area Learn** course purchases.
- iii. **Course Purchase:** The completed transaction through which a learner gains access to an **Area Learn** course. A course purchase is considered final once payment has been processed.

2) Policy

2.1) Policy Overview

- i. All purchases of **Area Learn**'s online real estate courses are final.
- ii. **Area Learn** does not offer refunds, returns, or exchanges under any circumstances.
- iii. Learners are responsible for reviewing all course details, including prerequisites, RECA eligibility requirements, and technology needs, before completing a purchase.

2.2) Learner Acknowledgement

By enrolling in an **Area Learn** course:

- i. The learner acknowledges that course fees are non-refundable, and
- ii. The learner agrees to this policy as a condition of purchase.

3) Privacy and Confidentiality

All records related to refund inquiries or communications, including emails, account information, and internal notes, will be kept strictly confidential. Refund-related records will not be disclosed to anyone except to the extent required by law or as necessary for the administration of this policy. **Area Learn** ensures that all personal information submitted during a refund inquiry is handled securely and in accordance with **Area Learn's** [Privacy Policy](#).

4) No Reprisal

Learners will not face any reprisals for submitting a refund inquiry or requesting clarification about this policy. Although **Area Learn** does not offer refunds, returns, or exchanges under any circumstances, learners are encouraged to reach out with questions to ensure full understanding of course purchases.

All refund-related inquiries will be treated respectfully, without prejudice or impact on a learner's ability to access **Area Learn** courses or support services.

5) Policy Administration and Review

This policy will be reviewed by **Area Learn** management every three (3) years to ensure clarity, accuracy, and alignment with organizational practices. Any updates deemed necessary to support transparency and learner understanding will be applied during the review cycle. *(Next revision date: March 31, 2029.)*

6) Refund Queries Contact Information

For questions regarding this Refund Policy, learners may contact:

- i. Email: pd@albertarealtor.ca
- ii. Phone: 403.228.6845

While **Area Learn** does not offer refunds, returns, or exchanges under any circumstances, in the unlikely event that a refund is issued at the discretion of **Area Learn** or as required by law, an administrative processing fee may be deducted from the refund amount.