

## **CPD POLICY:**

### **CANCELLATION & REFUND**

**Approved by:** CPD Advisory

**Date of Original Approval:** July 30, 2019

**Date of Last Approved:** March 17, 2025

**Date of Next Scheduled Review:** 2028

#### **I. PURPOSE**

To outline the policies in place should Continuing Professional Development (CPD) or a program for which CPD is providing registration services cancel a program, or a participant cancels their registration for a program with a registration fee.

#### **II. POLICY**

##### **Refund Policy**

For courses with a registration fee, notices of cancellation must be received in writing in advance of the course cancellation date. The date by which notices of cancellation must be received will be available on the registration page for the specific course to which a participant is registering. The notice of cancellation deadline may vary depending on the course.

Cancellations received in writing prior to the notice of cancellation date will be charged 6.5% of the registration fee to cover costs related to processing cancellations and refunds. Refunds cannot be offered after the notice of the cancellation deadline available on the course's registration page. Exceptions to this may be considered by the Associate Dean CPD in consultation with the course director.

##### **Cancellation Policy**

CPD reserves the right to cancel a course due to insufficient registrations or circumstances beyond its control. Registrants will be notified as soon as possible in the event of cancellation. Registration fees for courses cancelled by CPD will be refunded in full, however CPD will not be liable for any loss, damages, or other expenses that such cancellations may cause.