

## **REFUND AND CANCELLATION POLICY**

The Continuing Medical Education Program strives to provide education programs and initiatives that are of excellent value to all participants. As a self-funded office we do not have outside funding to cover the costs associated with instructors, venues, catering, printing, media production or other commitments made for programs based on enrolment. In addition, we must recover the costs for staff time in processing not only registrations, but in the event of a cancellation, refunds and returns. As such, the following has been established to address Continuing Medical Education Program cancellation of events and programs AND participant cancellation/withdrawal from scheduled events.

### **PHYSICIAN EDUCATION DEPARTMENT CANCELLED PROGRAM**

The Continuing Medical Education Program reserves the right to cancel a course 7 business days prior to the event date. Each registrant will be notified by email or telephone, followed by written notification and full refund. The organizers are not responsible for any costs, including but not limited to airline or hotel penalties or costs.

### **PARTICIPANT WITHDRAWAL FROM PROGRAM (*Written notice of withdrawal REQUIRED*)**

#### **Cancellation by Individual Registrants up to 1 day prior to the Registration Deadline:**

Should you be required to cancel your registration you must do so immediately in writing by email to [physician.education@northernhealth.ca](mailto:physician.education@northernhealth.ca) or via fax to 250-645-6336 one day prior to the registration deadline. Your registration will be refunded less a \$25 handling charge.

#### **Cancellation by Individual Registrants between 1 day prior to Registration Deadline and Conference Date:**

Between 1 day prior to the registration deadline and the conference date, **no refunds** will be granted for withdrawal.

#### **Substitution of Registrant in lieu of cancellation between 1 day prior to Registration Deadline and Conference Date:**

Registration substitutions will incur a charge of \$50. This charge covers the staff time associated with updating records and producing new course materials (e.g. name badges, certificates, records of participation, etc).

## **REFUND PROCEDURE**

1. Inform the Continuing Medical Education Program in writing as soon as possible about cancellation either by fax to 250-645-6336 or email to [physician.education@northernhealth.ca](mailto:physician.education@northernhealth.ca)
2. Refunds are processed in the form of original payment or by cheque. It may take up to four weeks after the event date for the refund to be processed.