



## **1.0 Introduction**

- 1.1 This policy is to provide direction for establishing, publishing, and enforcing course cancellation and refund guidelines at the Continuing Care Safety Association (CCSA).

## **2.0 Purpose**

- 2.1 This policy applies to all courses and all delivery channels at the CCSA including e-courses utilizing computer-based technology and classroom courses at the CCSA Edmonton training site or at off-site member and non-member locations.

## **3.0 Definitions**

- 3.1 **Course and e-course** is a set of lessons in a particular subject, with defined learning outcomes, offered under a designated subject name and course number.
- 3.2 **Pre-requisite** is a requirement such as a course, webinar or other skills, knowledge or achievements that must be completed prior to taking a particular course.
- 3.3 **Provisional Registration** is a registration that is conditional upon subsequently meeting prerequisites or corequisites.
- 3.4 **No-Show** is when no notice is provided for an absence in a registered course.
- 3.5 **Insufficient Notice** is when less than 5 business days notice is provided for a cancellation or a registration
- 3.5 **Participant** is a member or non-member individual that is registered in a CCSA course or e-course

## 4.0 **Policy**

- 4.1 **Cancellation requests:** Unless otherwise agreed, either party may request to cancel or postpone a session by giving the other party written notice. Notice must be submitted by email to record the reason as well as the time and the date of the request.
- 4.2 **Pre-requisite:** It is the participants' responsibility to ensure all pre-requisite training is complete and they allow sufficient time to complete pre-requisite training, if required. Failure to complete the pre-requisite component of the course is not an excuse to cancel or postpone a course and no refund will be processed.
- 4.3 **Advance registration and course registration fees** are required a minimum of 5 business days prior to the delivery of the event. All courses will remain open for registration up to 5 business days prior to start of the course.
- 4.4 **Cancel with Notice:** 5 business days notice is required and requests for a refund must be received by the CCSA prior to the close of registration. Refunds and cancellations will be honored during this period. A \$25.00 administration fee will be charged to non-members. This fee is waived for members. Notice is needed to re-advertise the seat as vacant. Refunds will not be accepted after this time. The CCSA reserves the right to refuse any refund request that is given with less than 5 business days notice.
- 4.5 **Cancel without Notice:** No refunds will be given when the registrant cancels without giving the required minimum amount of notice. However, registrants may transfer their registration to another equivalent course.
- 4.6 **Postponements and Transfers:** Once a registrant transfers to another course, the registrant may no longer request or obtain a refund should they decide to subsequently cancel or downgrade the course for which they were transferred.
- 4.7 **No show:** When a participant does not show up for a course in which they have registered, the full course fee per participant will be charged and no refund will be issued.
- 4.9 The CCSA reserves the right to reschedule or postpone a session, at any time, including but not limited to participant registration below the minimum required for the course as defined by CCSA, consultant illness, and inclement weather. Minimum registration requirements vary.

- 4.10 The CCSA will strive to let all registrants know if an event must be rescheduled or cancelled at least 2 days before the event whenever possible. Registrants will be given the option to transfer registration to a later date within a reasonable period of time from the original event date or the option to refund the course fee less any registration administration fee.
- 4.11 Special circumstances beyond the control of the CCSA, organization or individual participants including, but not limited to influenza-like outbreak, fire, explosion, power outage, and natural disaster; where the health and safety of CCSA employees or participants are at risk and/or in danger. A refund will be provided where special circumstances as defined herein exist. The terms of notice at 4.5 are waived and not applicable.
- 4.12 Late registrations may be permitted and accepted when the enrollment has not yet reached the maximum as defined by the course. See 4.15 for exceptions.**
- 4.13 Anyone can be denied entry or removed during the course for behaviour that is determined to be offensive, or ought reasonably known to be offensive, and disruptive to the learning of other participants. No refund will be provided.
- 4.14 As an additional precaution against the transmission of viruses, a participant will not be permitted to attend a classroom course if they exhibit signs of illness. Best accommodation shall be made in such a circumstance such as transferring the participant to an alternate date.**
- 4.15 Exceptions may be permitted under this policy upon evaluation and assessment of the circumstances on a case by case basis with prior consultation and/or approval with the Director, Training Delivery and/or Executive Director. All exceptions must be documented and retained for audit and review.**