

## Policy on Refunds and Cancellations

Supersedes: none

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Effective Date: March 7, 2022

### I. Purpose

The purpose of this policy is to provide a systematic and consistent framework for the processing of refunds and cancellations as applicable.

### II. Background

Timely notification of cancellation or request of a refund is necessary for OPDES' ability to provide fair service to all of our stakeholders. This policy outlines the expectation of advance notice for refunds and the administrative fees assessed for late notice.

### III. OPDES Policies and Applications

- i. OPDES will communicate the applicable refund and/or cancellation policy on the registration page for each program prior to completing registration.
- ii. An administration fee may be retained or billed for paid registrations cancelled with late notice in accordance with the policy set out.
- iii. Users who wish to cancel must notify the office by telephone or email.
- iv. In the event of a refund, the refund will be applied to original source of payment at OPDES' discretion.

Presented to the CPD Advisory Committee: March 8, 2017

Approved by Faculty Board Executive: April 6, 2017

Revision: April 29, 2021

Revision Approved by Faculty Board Executive: March 7, 2022



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