

# REGISTRATION AND CANCELLATION POLICY FOR OACIQ TRAINING ACTIVITIES

Note that all training courses must be paid for before the session is held. No participant will be admitted without paying all the fees.

## CLASSROOM OR WEBINAR TRAINING

### Cancellation by the OACIQ

Should the OACIQ cancel a training activity, it could be postponed to a later date free of charge. If the proposed date is not suitable for a participant or if there is no postponement expected, the registration fee will be fully refunded.

The OACIQ undertakes to make every possible effort not to cancel a training activity. However, a minimum number of participants is required to hold a training activity. Therefore, the Organization reserves the right to cancel a training activity or postpone it. In such cases, the OACIQ will contact the registered participants as soon as possible.

### Cancellation or postponement by the participant

Any request for cancellation or postponement made by the participant may incur fees. This request must be sent to the Training Department at [formation@oaciq.com](mailto:formation@oaciq.com).

- Cancellation one day prior to the training or before: only 75% of the registration fee will be refunded.
- Cancellation on the day of training: no refund will be issued.

Note that it is not possible to transfer a training course to another participant.

### Postponement

A postponement is considered as a cancellation followed by a re-registration. Therefore, the terms and conditions of this policy apply.

### Absence of a participant

If a participant fails to attend a training activity for which he or she is registered, no refund will be issued. Consequently, the participant will have to re-register for the same training and pay the registration fee again.

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## SELF-TRAINING (ONLINE TRAINING)

Self-training activities are considered firm sales. Therefore, they are not refundable or transferable.

If your training is a self-training course, you have 182 days to complete it\*. If it is not completed within this period, you will have to purchase it again to obtain your Continuing Education Units (CEUs). Furthermore, for the CEUs to be awarded for the 2021-2023 cycle of the MCEP, the training must be completed before April 30, 2023.

\* This deadline does not apply if you are registered for this training as part of an undertaking with another OACIQ department. The deadline set by this other department must prevail.

CEUs will be awarded to OACIQ licence holders once training is completed. If, one week after taking the training, your CEUs still do not appear in your record, you must contact the provider to remedy the situation.

*By checking the following statement, you accept the terms and conditions of purchase.*