



## **The Chartered Governance Institute of Canada**

### **Refund and Cancellation Policy**

Ownership and responsibility: *Audit & Finance Committee*

Policy Name: *Refund and Cancellation Policy*

Policy Number: *AFC-2022-005*

Date Approved by the Board: *May 13, 2022*

### **Purpose**

The Chartered Governance Institute of Canada (CGIC) values the relationships it has with CGIC members and program participants. This policy outlines the framework for refund and cancellation of CGIC events and memberships by CGIC, CGIC Members, or Non-Member registrants.

The intent of the Policy is to:

- provide expectations of good intention by CGIC to provide flexible and responsive refund options,
- protect CGIC from financial hardship, and
- maintain membership standards.

Refunds and Cancellations for each purchase type are detailed below.

### **The Policy**

#### **Membership**

##### **Membership Fees**

Membership Fees, whether they are paid in full or by installments, are non-refundable.

Membership belongs to the individual and is transferred with them when moving between positions or employers. Members are asked to maintain up-to-date contact info and are encouraged to update the National Office within 15 days of their contact information having changed.

Membership fees cover the calendar year (January to December) and expire on December 31 annually.

Continuous annual membership is required both while studying with CGIC and to maintain your designation.

### **Other Member Fees**

Application and Reinstatement Fees are non-refundable.

Late Fees are non-refundable.

Transfer In and Transfer Out Fees are non-refundable.

### **Cancellation of Membership by CGIC**

Note that CGIC reserves the right to refuse/terminate membership in accordance with Article 3.05 (Termination of Membership) of CGIC General Bylaw No 3. [\(link\)](#)

If CGIC refuses a new or renewing membership, registrants will be offered a full refund on any membership fees paid.

If CGIC terminates membership in accordance with Section 3.07 (Discipline of Members), no refund will be offered to the registrant.

## **Education**

### **International Qualifying Program Fees**

Administrative fees, Exemption fees, and Membership fees paid when applying to the IQP are non-refundable.

If a registrant pays for an IQP module, receives the materials but then decides not to pursue the course before an exam cycle (April 30 for June; October 31 for November), CGIC will provide a refund in full for the module fees paid, less an administrative fee.

Cancellations received after the stated deadline will not be eligible for a refund. Registrants have the option of deferring their exam sitting (as per CGIC's Exam Deferral and Resit Policy). [\(link\)](#)

Failure to show up for a scheduled exam will result in a forfeiture of any module or resit fees paid (as per CGIC's Exam No Show Policy). [\(link\)](#)

### **Directors Education and Accreditation Program**

Fees for the DEAP Program will be refunded in full, less an administrative fee, if a written cancellation from the attendee is received no less than ten (10) working days prior to the date of the start of the DEAP session.

Cancellations received after the stated deadline will not be eligible for a refund unless CGIC is able to fill the cancellation from an event waiting list.

### **Study Guides**

Study Guide purchases are non-refundable.

## **Extenuating Circumstances**

We understand that life is unpredictable and extenuating circumstances requiring registrant cancellation do arise. We will do our best to accommodate extenuating circumstances (as per CGIC's Extenuating Circumstances Policy). ([link](#))

Please contact [info@charteredsingaporeinstitute.ca](mailto:info@charteredsingaporeinstitute.ca) to discuss what might be possible.

## **Events**

### **Event Registrations**

Fees for **in-person attendance** (including meal costs, if any) at workshops, seminars, general meetings, group sessions, and other events will be refunded in full, less an administrative fee, if a written cancellation from the attendee is received no less than ten (10) working days prior to the date of the in-person event.

Fees for **virtual attendance** at workshops, seminars, general meetings, group sessions, and other events will be refunded in full, less an administrative fee, if a written cancellation from the attendee is received no less than five (5) working days prior to the date of the virtual event.

We regret that refunds cannot be offered after these deadlines. After that time (but before the date of the event), you may elect to receive a credit memo which can be applied to future CGIC events within one year from the date of issue. The administrative fee will be deducted from the credit memo.

Refunds will not be available for registrants who choose not to attend an event.

### **Event Cancellations**

CGIC makes every effort to run all of the events that we plan. In the event of low registration or other circumstances which would make the event non-viable, we may have to cancel an event. We will give at least 72 hours' notice of any cancellation or change and registered registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date or another event of interest.

Unfortunately, CGIC is unable to compensate participants for prearranged travel expenses associated with an in-person event.

## **Administration Fees**

Administration fees, unless otherwise stated, are set at \$50.

## **Process for Requesting a Refund**

Refund requests will be accepted via phone or e-mail by the National Office and must be received by the stated cancellation deadline. All refund requests must be made by the attendee or credit cardholder.

Refund requests must include the name of the registrant and/or invoice number.

Refunds will be credited back to the original credit card used for payment. Refunds will be issued within 30 days of cancellation.

## Questions

Please contact the National Office with any questions or concerns about the refund policy.

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