

Refund Policy

- A purchased ticket serves as a registration for the event and as an official receipt.
- Any refund request must be sent to rdv@oaciq.com.
 - Refund of 100% of the purchase price for a request received on or before August 1, 2025.
 - Refund of 50% of the purchase price for a request received between August 2 and September 22, 2025.
 - No refund request will be accepted as of September 23, 2025.
- The OACIQ reserves the right to apply promotions at any time. No request for price adjustment will be accepted.
- Failure to attend the RDV OACIQ on the event's day in no way releases the ticket holder from his obligation to pay the registration fees.

Continuing Education Units (CEUs)

- No continuing education units (CEUs) will be awarded to ticket holders who do not attend the in-person or online event.
- Ticket holders who do not attend the event, either in person or online, cannot request to take another OACIQ training course as a substitute for participating in the RDV OACIQ.

Changing an in-person ticket to an online ticket

- Ticket holders who are unable to attend the in-person event may exchange their ticket for an online ticket until October 20, 2025. To do so, they must send proof of purchase to rdv@oaciq.com. A new ticket will then be issued and sent to the participant. No refund will be issued, as the ticket price is the same for both in-person and online tickets.
- The ticket holder will be automatically registered for the options selected at the time of purchase, unless otherwise specified by the holder. Any request for a change must be approved by the OACIQ and is subject to availability.

Transfer of a ticket in the name of another person

- Ticket holders who are unable to attend the event may transfer their ticket to another person until October 20, 2025. To do so, they must send their proof of purchase, along with the name (and licence number, if applicable) of the replacing person to rdv@oaciq.com. The ticket will be issued in the name of the new participant at no additional cost, and the original holder's registration will be cancelled without a refund.
- The monetary exchange related to this transfer must be settled directly between the two parties, without the OACIQ's involvement.
- The new holder will automatically be registered for the same options as the original holder, unless otherwise specified. Any change must be approved in writing by the OACIQ, subject to availability.